




















THE LIST

What Is Most Important To You On This Project?

-  Cleanliness
-  Colors
-  Communication
-  Completion Date
-  Pets
-  Experience
-  Insurance
-  Paint Brand
-  Payment Options
-  Price
-  References
-  Safety
-  Security / Background Checks
-  Surface Preparation
-  Limited Multi-Year Warranty*
-  Written Certainty Pledge®
-  Other_____











*Some exclusions and limitations may apply; see written warranty for details.





JOHN FECILE
CertaPro Painters®
of Western Chester County

WHY CERTAPRO

-  About John Fecile
-  About Our Team
-  Customer Testimonials
-  Reviews
-  Portfolio
-  The CSS System
-  Our Processes
-  Insurance and Warranty



ABOUT ME

John Fecile - Owner



John purchased the franchise in 2016 with Kate, his wife. After a great deal of research, they decided that the CertaPro Painter client-centered approach and commitment to local communities made it a great fit.

Prior to CertaPro, John spent 30 years in corporate America in sales and management for group health and welfare benefits insurance and brokerage companies. John graduated from Villanova University with a BA in Political Science.

John and Kate have been married for 31 years and raised five children. After the death of their son in 2015, they decided to make a change and become small business owners. One focus of the company is to give back to the local community. Each winter, the company markets a winter painting special that directs \$50 for every completed job to a local charity. In the past, we have partnered with Good Neighbor Home Repairs, The Lighthouse in Oxford, and The Garage in Kennett Square and West Grove.

John has been active as a board member, youth coach and referee for 20 years in local soccer clubs. He also coached baseball and softball with his kids. He is a long-term season ticket holder for the Philadelphia Union and generally likes all the Philadelphia sports team.



CertaPro Painters®
★★★★★

MEET SOME OF OUR PAINTERS



Antonio Flores
Rodriguez
Job Site Supervisor



Bi-weekly Production Meeting

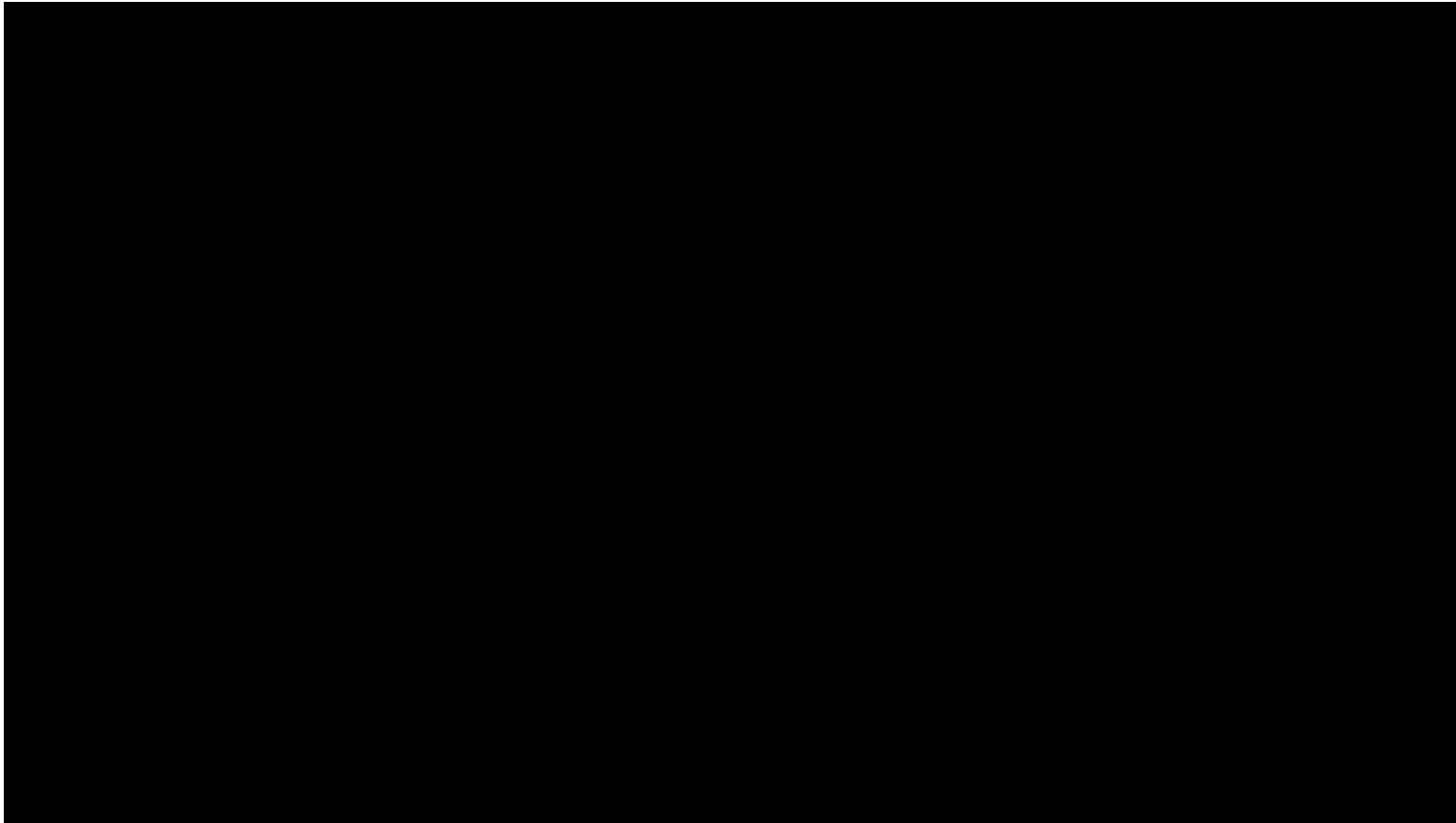


Rodrigo Popoca Crew
/ CRV Painting



NORTH AMERICA'S MOST REFERRED PAINTING COMPANY®

Exterior Video



NORTH AMERICA'S MOST REFERRED PAINTING COMPANY®



REVIEWS & REFERRING CUSTOMERS

“The entire team, starting with John and Brenda, did a fantastic job of estimating the work to be done; The painters were fantastic and FAST, and we are very happy with the entire process and the outcome.”

“I think the whole process was affordable, efficient, and easy. I especially appreciated the customer service, the professionalism and honest advice when getting the estimate and the free color consultation. I will call CertaPro again when I need painting done again. Well Done!”

"We were very pleased with the work done by CertaPro. The crew was very respectful of our home and did a great job!"

"I think they did a fantastic job! They were meticulous, neat, Always on time when they said they would be and we were very pleased with the work they did on our home."

"CertaPro did a great job! John and Brenda were great with scheduling and communication. The crew got the job done on time and in a very professional manner."

“The work we needed to get done was completed in 1 day instead of 2 and it was top notch. The two painters who did the work for us were quiet, worked very hard and cleaned up after themselves. We were very pleased and would use CertaPro Painters and John Fecile again. We are very happy with the outcome.”



PORTFOLIO



Before



After



PORTFOLIO



Before



After



PORTFOLIO



Before



After



WARRANTY

LIMITED TWO-YEAR PAINTING WARRANTY

Subject to the limitations set forth below, for a period of two years from the date of completion of the work described on the front of this contract, the Independent CertaPro Painters® Franchise Owner named on the front of this contract (the "Contractor") will repair peeling, blistering or chipping paint resulting from defective workmanship.

THIS LIMITED WARRANTY DOES NOT COVER:

- Any work where the Contractor did not supply the paint or other materials.
- Any work which was not performed by the Contractor.
- Varnished surfaces.
- Surfaces made of, or containing, galvanized metal.
- The cost of paint required to perform the repairs.

Repairs to horizontal surfaces or any surface that, by virtue of its design permits moisture to collect. Surfaces include, but are not limited to, decks, railings, stairs, porches, roofs, and wood gutters.

- Exact paint match as environmental conditions will affect the color and finish of all paints over time.
- Any repairs which are necessitated as a result of a defect in the paint regardless of whether the paint was supplied by the Contractor or the customer.
- Bleeding caused by knots, rust or cedar.
- Cracks in drywall, plaster or wood.
- Peeling, blistering or chipping where they are caused by:
 - mill-glazing from smooth cedar
 - ordinary wear and tear.
 - abnormal use or misuse
 - peeling of layers of paint existing prior to the work performed by the Contractor.
 - structural defects.
 - settling or movement.
 - moisture content of the substrate.
 - abrasion, mechanical damage, abrasive cleaning, abuse, or damage resulting from use of chemicals or cleaning agents or exposure to harmful solids, liquids or gases.
 - damage or defects caused in whole or in part by reason of fire, explosion, flood, acts of God, extreme weather conditions, misuse, alterations, abuse, vandalism, negligence, or any other similar causes beyond the control of the Contractor.

Repairs under this limited warranty will be performed only on the specific areas where peeling, blistering or chipping has occurred and only to the level of surface preparation described in the preparation section of this Contract.

FOR THIS WARRANTY TO BE VALID, YOU MUST:

- Pay the full contract price.
- Retain a copy of the original contract.
- Retain a copy of your canceled check or other evidence of payment in full.
- Pay for all materials used to perform the repairs.
- Make the property accessible to the Contractor or his/her workers to perform the repairs

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE BY THE CONTRACTOR AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THIS WARRANTY COVERS ONLY THOSE SERVICES PROVIDED BY THE CONTRACTOR TO THE ORIGINAL PURCHASER NAMED ON THE FRONT OF THIS CONTRACT. IN NO EVENT SHALL THE CONTRACTOR BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR DAMAGES IN EXCESS OF THE ORIGINAL CONTRACT PRICE. THIS WARRANTY MAY NOT BE ALTERED OR EXTENDED FOR ANY PURPOSE UNLESS DONE SO IN WRITING IN A DOCUMENT EXECUTED BY ALL PARTIES TO THIS CONTRACT.

This warranty gives you specific legal rights. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

For warranty service, you should contact your Contractor to schedule an inspection of your property by sending an email to customersforlife@certapro.com or calling the number listed on the front of this Contract or **800.462.3782**.

Each CertaPro Painters® business is independently owned and operated.



INSURANCE & LIABILITY

ACORD CERTIFICATE OF LIABILITY INSURANCE DATE (MM/DD/YYYY)
07/20/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Baron Insurance Group 20 E High Street Manheim PA 17545-1508	CONTACT NAME Erica Edmonds PHONE (A/C No. Ext.) FAX (A/C No.) (717)664-2587 E-MAIL ADDRESS INSURER(S) AFFORDING COVERAGE INSURER A: Erie Insurance Exchange NAIC# 26271 INSURER B: Erie Insurance Exchange 26271 INSURER C: Erie Insurance Exchange 26271 INSURER D: Erie Insurance Exchange 26271 INSURER E: INSURER F:
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INSURED
 Certapro Painters Of Landenberg-Coatesville
 3160 Woods Edge Dr
 Gamet Valley PA 19060

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

TYPE LTR	TYPE OF INSURANCE	POLICY PERIOD		POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS	
		FROM	TO					
A	GENERAL LIABILITY						EACH OCCURRENCE	\$ 1000000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						COVERAGE TO BE EXCLUDED	\$ 1000000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	Y	N	Q43-1551486	07/15/2016	07/15/2019	MED EXP (Any one person)	\$ 5000
							PERSONAL & ADV INJURY	\$ 1000000
							GENERAL AGGREGATE	\$ 2000000
							PRODUCTS - COMPO AGG	\$ 2000000
	GENERAL AGGREGATE LIMIT APPLIES PER:							\$
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROD. <input type="checkbox"/> LOC							\$
B	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Per accident)	\$ 1000000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident)	\$
	<input type="checkbox"/> HIREN AUTOS						PROPERTY DAMAGE (Per accident)	\$
	<input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NONOWNED AUTOS	N	N	Q06-2930751	06/29/2019	06/29/2019		\$
C	UMBRELLA LIAB						EACH OCCURRENCE	\$ 1000000
	<input checked="" type="checkbox"/> EXCESS LIAB	N	N	Q31-1570534	07/15/2016	07/15/2019	AGGREGATE	\$ 1000000
	<input type="checkbox"/> RETRICTIONS							\$
D	WORKERS COMPENSATION AND EMPLOYERS LIABILITY						WC STATUS <input checked="" type="checkbox"/> OTHER	
	ANY PRODUCERS PARTNER EXECUTIVE OFFICER MEMBER EXCLUDED? (Check only if YES)	Y	N/A	Q51-1501143	07/15/2016	07/15/2019	E.L. EACH ACCIDENT	\$ 500000
	IF YES, SPECIFY UNDER DESCRIPTION OF OPERATIONS BELOW						E.L. DISEASE - EA EMPLOYEE	\$ 500000
							E.L. DISEASE - POLICY LIMIT	\$ 500000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required):
 Toftrees Partners LP is listed as additional insured with regard to liability on the General Liability.

CERTIFICATE HOLDER Toftrees Partners LP 390 Toftrees Ave State College PA 16803	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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GIVING BACK IN OUR COMMUNITY

Leaving a Legacy Through Giving Back

One of CertaPro Painters® basic principles is “to leave a legacy of which we are proud.” A foundational part of delivering on this principle is giving back to those in need. Across North America, CertaPro Painters businesses choose to give back within the communities where they live and service. Here are just a few ways in which local CertaPro Painters businesses contribute to their communities:

Annual Winter Fundraising Donation:

Every winter, CertaPro Painters of Western Chester County partner with a local non-profit. In addition to offering customers a 15% discount during the winter months, for every job completed, CertaPro donates \$50 to that non-profit.

2017: Good Neighbor Home Repairs

2018: Lighthouse Youth Center, Oxford, Pennsylvania

2019: The Garage Youth Center, West Grove, Pennsylvania





Certainty Service System®



"The Customer Only Has To Tell Their Story Once®"

Consistently Delivering Extraordinary Experiences® **DE²**

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Each CertaPro Painters® business is independently owned and operated.



OUR INTERIOR PROCESS



SETUP



PREP



Painting



OUR EXTERIOR PROCESS



PREP



PAINTING



FINISHED
PRODUCT



**THANK YOU
FOR YOUR TIME.**



John Fecile
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of Western Chester County

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