

Paint Pack



Dear Customer,

Decorating Scheme

We understand that having Tenants Choice modernisation works carried out in your home can be quite destructive to your existing decoration.

To help you after these works City of York Council and Dulux Decorator Centres have worked together to create a decorating pack that gives you a range of high quality products for you to decorate your home.

Each pack will contain:

- Diamond matt emulsion
- Acrylic eggshell
- Vinyl matt emulsion
- Diamond satinwood
- Polycell filler and abrasive paper
- Roller tray and sleeve set
- Masking tape and dust sheet
- Decorators caulk
- Brush pack

(wallpaper can be provided if requested, deductions in the paint supplied will apply)

The amounts of paint provided will be enough to decorate your home.

In this guide you will find information on your decoration pack voucher, your choice of colours, how to order your decoration pack and receiving your decoration pack

Regards

City Of York Council

Paint Pack

Dulux Decorator Centres

As the UK's leading decorating supplier, Dulux Decorator Centres are where the trade goes for professional quality paints, products and accessories. With a team of friendly expert staff on hand to help, we can advise on everything from colour choices to application techniques.

Choose your colours

The enclosed colour card has been designed to showcase a wide range of our most popular colours, and its easy to follow layout should make selection simple.



Placing your order

Ordering your paint pack is easy. Simply call our team on **0845 602 3128** and tell them you have a Paint Pack Allowance. You'll also need to give your name and address or the reference number shown on the voucher printed on the back of this booklet. We'll then confirm your Paint Pack entitlement and ask you which colour you have chosen.



Receiving your pack

Your pack will be delivered **FREE** to your home address and you will be contacted to agree the delivery day. Whilst it is not possible to guarantee a time for your delivery we will try to give you some idea of whether a morning or afternoon delivery is available. (Delivery available Monday to Friday, 7.30am-5pm).

Please note that when you receive your pack, you'll need to show this leaflet and voucher to the delivery driver along with a valid form of ID, such as a driving licence or your tenancy agreement.

Dulux Decorator Centres:



Unit 3 Auster Road
Clifton
York
YO30 4XA
Tel: 0190 469 3133

Terms & Conditions for use:

- Goods must not be released without seeing the complete Paint Pack literature and alternative proof of ID.
- Goods should only be supplied as agreed by the Housing Association/Local Authority.
- Goods supplied should be for decorating purposes only. Product or colour restrictions may apply and will be highlighted on the front of this brochure.
- Goods cannot be supplied after the allowance expiry date.
- Photocopies of the allowance will not be accepted and there is no cash equivalent.

For store use only:

- There must be no substitutions to the order unless approved by DDC Business Support.
- If substitutions are made which result in overcharges the DDC store will be charged back.
- All orders MUST quote the order reference number as the Customer Order Number.
- The customer's name and address (including postcode MUST be included in the 'delivery details' field in Chariot.
- All vouchers should be attached to the advice note and kept securely at the DDC Store for 12 months.
- Any questions please contact Dulux Decorator Centres Business Support on **0845 6036498**.

Contact Details

Contact us

To find your local Dulux Decorator Centre call 0845 850 2200 or go to www.duluxdecoratorcentre.co.uk



For the hard of hearing, we are happy to receive calls by Text Relay on **18001 0845 602 3128** or **18001 0845 850 2200**.

Calls may be recorded for quality and training purposes.



Voucher only to be removed by DDC employee.

Date: ____ / ____ / ____ Pack: _____

CUSTOMER NAME: _____

Address: _____

Reference number: _____

AUTHORISING SIGNATURE: _____

CUSTOMER SIGNATURE: _____

Allowance valid until: ____ / ____ / ____



CITY OF
YORK
COUNCIL

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