COATWELL PAINTING

Coatwell Painting Agreement

Version October 2026 · Web copy

This Agreement is sent with your Coatwell Painting quote and forms part of it. Please read it before you approve your quote.

Your Rights under the Consumer Protection Act, 2002

You may cancel this agreement at any time during the period that ends ten (10) days after the day you receive a written copy of the agreement. You do not need to give the supplier a reason for cancelling during this 10-day period.

If the supplier does not make delivery within 30 days after the delivery date specified in this agreement or if the supplier does not begin performance of his, her or its obligations within 30 days after the commencement date specified in this agreement, you may cancel this agreement at any time before delivery or commencement of performance. You lose the right to cancel if, after the 30-day period has expired, you agree to accept delivery or authorize commencement of performance.

If the delivery date or commencement date is not specified in this agreement and the supplier does not deliver or commence performance within 30 days after the date this agreement is entered into, you may cancel this agreement at any time before delivery or commencement of performance. You lose the right to cancel if, after the 30-day period has expired, you agree to accept delivery or authorize commencement of performance.

In addition, there are other grounds that allow you to cancel this agreement. You may also have other rights, duties and remedies at law. For more information, you may contact the Ministry of Consumer and Business Services.

To cancel this agreement, you must give notice of cancellation to the supplier, at the address set out in the agreement, by any means that allows you to prove the date on which you gave notice. If no address is set out in the agreement, use any address of the supplier that is on record with the Government of Ontario or the Government of Canada or is known by you.

If you cancel this agreement, the supplier has fifteen (15) days to refund any payment you have made and return to you all goods delivered under a trade-in arrangement (or refund an amount equal to the trade-in allowance).

However, if you cancel this agreement after having solicited the goods or services from the supplier and having requested that delivery be made or performance be commenced within ten (10) days after the date this agreement is entered into, the supplier is entitled to reasonable compensation for the goods and services that you received before the earlier of the 11th day after the date this agreement was entered into and the date on which you gave notice of cancellation to the supplier, except goods that can be repossessed by or returned to the supplier.

If the supplier requests in writing repossession of any goods that came into your possession under the agreement, you must return the goods to the supplier’s address, or allow one of the following persons to repossess the goods at your address:

- The supplier.
- A person designated in writing by the supplier.

If you cancel this agreement, you must take reasonable care of any goods that came into your possession under the agreement until one of the following happens:

- The supplier repossesses the goods.
- The supplier has been given a reasonable opportunity to repossess the goods and twenty-one (21) days have passed since the agreement was cancelled.
- You return the goods.
- The supplier directs you in writing to destroy the goods and you do so in accordance with the supplier’s instructions.

About your agreement

What your agreement is made of	Your quote, once you approve and sign it; this Agreement, including the Terms and Conditions that follow; and any changes you approve in writing. If your quote and this Agreement say different things, your quote applies.
Who you are dealing with	1001752145 Ontario Inc., operating as Coatwell Painting Phone: (613) 299-7888 Email: info@coatwell.ca Website: www.coatwell.ca GST/HST No. 785178047RT0001 Our full business address is on your quote and on the copy of this Agreement sent with it.
Who acts for Coatwell Painting	Unless your quote names someone else, Kurtis Wilkens, Director, solicited, negotiated and concluded this agreement for Coatwell Painting.
Date and place	This agreement is entered into on the date you approve your quote, as shown on your signed quote, in Ottawa, Ontario.
The work, prices and dates	Your quote describes the work and sets out the itemized prices, HST, the total, and the start and expected completion dates.
Payment	A deposit of 15% of your quote total is due when you approve your quote, by credit or debit card through our client portal, with no card fee. The balance is due when the work is complete, by E-Transfer or cheque. See section 4 of the Terms and Conditions.
Cancelling	To cancel, give us notice in writing at the address shown on your quote, or by email to info@coatwell.ca. Your rights are set out on page 1. If you cancel after the 10 day cooling off period, section 3.4 of the Terms and Conditions applies.
Currency	All amounts are in Canadian dollars.

Signed for Coatwell Painting

Kurtis Wilkens

Kurtis Wilkens, Director, for 1001752145 Ontario Inc., operating as Coatwell Painting

You sign by approving your quote through our client portal.

Terms and Conditions

Last updated October 2026

The short version. Your quote and these terms make up your agreement with us. The price only changes with your written approval. A 15% deposit holds your start date, and the balance is due when the work is done. If you agreed to the work at your home, you can cancel within 10 days for a full refund. Please confirm your colours and give us any date changes at least 48 hours before your start date. The full terms below are what apply.

1. About these terms

1.1 These terms are between you and 1001752145 Ontario Inc., operating as Coatwell Painting ("Coatwell Painting", "we" or "us").

1.2 They apply when you use coatwell.ca and when you hire us. When you accept a quote, your quote and these terms together form your agreement. If your quote and these terms say different things, your quote applies.

1.3 Nothing in these terms limits any right you have under Ontario's Consumer Protection Act, 2002 or any other law that can't be limited by agreement.

2. Quotes

2.1 Quotes are free. We give them after a walkthrough at your home. Each quote lists the work included in each option and one total price for each option, plus HST.

2.2 A quote is valid for 14 days unless it says otherwise. We may withdraw a quote any time before you accept it.

2.3 Your quote covers only the work it lists. Areas, surfaces and repairs that aren't listed are not included.

2.4 A discount offered at your walkthrough is available only on the terms and within the time stated on your quote.

3. Accepting a quote and your right to cancel

3.1 You accept a quote by approving it in writing, including online through our client portal. By accepting a quote, you agree to these terms.

3.2 If your agreement was made at your home, you may cancel it for any reason within 10 days after you receive a written copy of it, without penalty. To cancel, tell us in writing. An email to info@coatwell.ca is enough. We refund all money you paid, including your deposit, within 15 days of your notice. If you asked us to start work within those 10 days, we may charge a reasonable amount for work already done and materials that can't be returned.

3.3 You may have other rights to cancel under Ontario law.

3.4 If you cancel after the 10 day cooling off period, for a reason that isn't our fault and that Ontario law doesn't give you a right to cancel for, we keep your deposit as a reasonable estimate of our costs and the booking we gave up for your job. If work has already started, you also pay for the work done up to that point.

4. Deposit and payment

4.1 A deposit of 15% of your quote total is due when you accept your quote. You pay it by credit or debit card through our client portal when you approve. We don't add a card fee. We confirm your start date in writing once we receive it.

4.2 The balance is due when the work is complete. We send your final invoice after the final walkthrough.

4.3 You pay the balance by E-Transfer to info@coatwell.ca, or by cheque payable to Coatwell Painting or 1001752145 Ontario Inc. We don't accept card payments for the balance. A payment counts once the funds have cleared.

4.4 An amount not paid within 20 days after its invoice date is overdue. Overdue amounts bear interest at 1.5% per month (18% per year) from the date they become overdue until paid.

4.5 If we have to take steps to collect an overdue amount, you agree to pay our reasonable costs of collection, as far as the law allows. We keep all rights to recover amounts owed to us, including any lien rights under Ontario's Construction Act.

4.6 All prices are in Canadian dollars. HST is extra and shown on your quote.

5. Scheduling

5.1 Your start date and expected completion date are confirmed in writing.

5.2 Dates can change because of weather, illness, supply delays or other causes outside our reasonable control. Exterior work needs dry weather and suitable temperatures. If a date needs to change, we tell you as soon as we know and set a new date with you. A delay caused by something outside our reasonable control is not a breach of your agreement.

5.3 If you need to change your start date, please give us at least 48 hours notice. If you give less notice, or our crew can't start because the work areas aren't ready or your colours aren't confirmed, we move your job to the next available date and charge a late change fee of $250 to cover the crew day we can't fill on short notice. We don't charge this fee during the 10 day cooling off period, or if a delay is caused by weather or by us.

6. Colours and products

6.1 Please confirm your colours, sheens and products at least 48 hours before your start date. If they aren't confirmed in time, section 5.3 applies.

6.2 Changing a colour after work on that area has started is a change to your agreement and may add cost (see section 8).

6.3 Colours can look different on your walls than on chips, screens or samples, and they change with the light. We can't be responsible for a colour you chose looking different than you expected.

6.4 We use the products stated on your quote. If one isn't available, we suggest an equivalent and use it only with your approval.

7. Your part

7.1 Your quote sets out who moves furniture, removes items from walls and takes down window coverings. If your quote doesn't say, please ask us before your start date.

7.2 You agree to:

- give our crew access to the work areas during working hours;
- provide access to electricity and running water;
- keep children and pets away from work areas;
- tell us about anything you know of that could affect the work, such as previous water damage, mould, lead paint or other hazards.

7.3 We do our best to keep doors and gates closed, but we can't be responsible for the actions or whereabouts of pets.

8. Changes to the work

8.1 The price only changes with your written approval. If you ask for a change, or a change becomes necessary (see section 9), we give you the change and its price in writing before doing the work. Approval by email counts as written approval.

8.2 Approved changes become part of your agreement.

9. Hidden and existing conditions

9.1 Your quote is based on what can reasonably be seen at the walkthrough. If we find a problem that couldn't reasonably have been seen, such as rot, water damage, mould, failing layers of old paint or damaged drywall behind wallpaper, we stop work on that area, show you and give you options in writing. Extra work goes ahead only with your written approval.

9.2 Preparation is as described in your quote. Minor drywall repair, such as dents, cracks and nail holes, is part of our prep. Larger repairs, such as carpentry, rot, water damage or major drywall work, are not included unless your quote lists them.

9.3 Paint doesn't fix underlying problems. We are not responsible for:

- cracks, nail pops or movement caused by settling or structural movement, including ones that come back after painting;
- failure of existing layers of paint that were poorly applied or poorly bonded before our work;
- code violations or defects that existed before our work.

9.4 If we find or suspect lead paint, asbestos, mould or another hazardous material, we stop work in that area and tell you. Testing and removal are not included.

10. Our work

10.1 Coatwell Painting is your contractor. The work is done by experienced independent painting crews that we engage, manage and pay. We remain responsible to you for the work under your agreement.

10.2 Your quote covers the finished result: full, even coverage of the surfaces listed, with as many coats as that takes.

10.3 Finished work is judged from a normal viewing distance, about 1.5 metres, in normal light. Small imperfections that show only up close or under strong side lighting are normal in painted surfaces and are not defects.

10.4 We cover floors and furniture in the work areas and clean up at the end of each working day.

10.5 Leftover paint from your job is labelled and left with you for future touch ups.

10.6 We may take photos of the work areas before, during and after the job for our records. We use photos in our marketing only with your permission, and never show your address or anything that identifies you.

11. Final walkthrough

11.1 When the work is done, we walk through it with you. Anything that needs a touch up is noted, and we take care of it.

11.2 The work is complete once the touch ups noted at the final walkthrough are done.

12. Warranty

12.1 We don't offer a written warranty beyond anything stated in your quote. Your work is still covered by the protections Ontario law gives you, including the requirement that services be of reasonably acceptable quality.

12.2 Paint and other products carry their manufacturers' warranties, if any. We pass them on to you but don't add our own.

12.3 If you supply your own paint or materials, or ask for less preparation than we recommend, we aren't responsible for problems that result from that choice.

13. Damage and liability

13.1 Coatwell Painting carries liability insurance.

13.2 If you believe something in your home was damaged during the work, please tell us in writing within 7 days after the work is complete so we can look at it.

13.3 We are not responsible for:

- damage caused by things outside our reasonable control, such as weather, fire or structural movement;
- the condition or performance of items we remove and reinstall at your request, such as antennas, air conditioners, satellite dishes or fixtures, unless we damage them through our own negligence.

13.4 As far as the law allows, we are not liable for indirect losses, such as loss of use or loss of enjoyment of your home.

14. Disputes

14.1 If something isn't right, please tell us in writing first. We'll work with you in good faith to resolve it.

14.2 These terms and your agreement are governed by the laws of Ontario and the federal laws of Canada that apply there. Any dispute will be heard in the courts of Ontario.

15. Using our website

15.1 The information on coatwell.ca is general. It is not a quote or an offer. Sending a request, email or message, or calling us, does not create a contract or reserve a start date.

15.2 Quote requests and client accounts are handled through Jobber, a third party service, and our site links to our social media pages. Those services have their own terms and privacy policies, and we aren't responsible for them.

15.3 The Coatwell Painting name, logo and the content on this site belong to 1001752145 Ontario Inc. Please don't copy or reuse them without our written permission.

15.4 This website is provided as is. As far as the law allows, we aren't liable for any loss arising from your use of it.

16. General

16.1 Your agreement is made up of your accepted quote, these terms and any approved changes. It replaces anything said or written before it about the same work.

16.2 We may update these terms from time to time. Your agreement uses the version in effect on the day you accepted your quote.

16.3 If any part of these terms can't be enforced, the rest still applies.

16.4 Questions? Email info@coatwell.ca or call (613) 299-7888.