



Customer Redecoration Options

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Decorator Vouchers and Paint Packs at a glance

Decorator Vouchers

- Vouchers only redeemable at Dulux Decorator Centres
- Over 200 branches nationwide – there's one in every area
- We only sell paint and decorating materials, so you can be sure the money will be spent as intended
- Customers can order products in-store, online or by phone
- You only pay for purchases made up to the voucher value
- Customers can benefit from ongoing discounts in the future

Paint Packs

- You choose a pack of decorating products to enable customers to redecorate their homes
- Different pack sizes are available for different types of property
- Typical pack includes emulsion, gloss, brushes, rollers and dustsheets
- We provide colour cards for your customers to choose from

Both schemes

- Dulux Decorator Centres stock market leading brands including Dulux Trade, Glidden, Cuprinol, Polycell and Hammerite
- We can mix 12,000 colours on the spot
- All literature including our colour cards are provided free of charge
- Delivery is free to all areas of the UK, even the most remote areas
- No set-up fees or tie-in periods
- Our systems make reconciliation and tracking of vouchers straightforward
- Earn Nectar Business points
- Security checks ensure that delivery is made correctly
- Monthly reporting available
- Beneficial for customers with no decorating experience as all the hard work is done for them



“Dulux Decorator Centres have been **very flexible in adapting the service to fit the needs of our customers** rather than a “one-size fits all” approach”

Alan Sandey - Tenant Liaison Manager,
The Gateshead Housing Company

“The service could not have been better, the paint is the best you could buy, **excellent to use**”

Customer - East Durham Homes

Got a community project in mind?

We regularly contribute paints and decorating materials to community projects. So if you know one that needs a splash of colour, **it's another great reason to contact the Dulux Decorator Centres team.**



Store finder: 0845 850 2200
Priority order line: 0845 600 2400
Order online: www.duluxdecoratorcentre.co.uk



Decorator Vouchers and Paint Packs from Dulux Decorator Centres

Dulux Decorator Centres' Refresh Scheme gives you a choice of two simple, convenient ways to provide your customers with paints, wallpapers and decorating equipment from the UK's leading decorator's merchant. We developed the two redecoration options, Decorator Vouchers and Paint Packs, over several years by **working closely with our customers, understanding their needs and developing solutions that suit them and their customers.**

Vouchers

We provide the vouchers, you decide the value and give to your customers to be redeemed at Dulux Decorator Centres only. Customers have a choice of 3 easy ways of ordering and can enjoy **free delivery.** They'll then continue to enjoy Dulux Decorator Centres' customer discounts in the future.

Paint Packs

Alternatively we can provide your customers with all the paint and accessories that they require to redecorate their home in one handy pack. All your customers need to do is select the colour. **Choosing is easy and delivery is free.**



Why your customers will love our Vouchers and Paint Packs

Quality

We can help them to do a great job that lasts by providing superb, professional quality products. The brands we stock speak for themselves.



Choice

We help people to make their homes look beautiful their way – with a choice of 12,000 colours and 3,000 wallpapers.



Freedom

Customers have the freedom to choose their colours and wallcoverings in their local store, or by looking at colour cards and samples then ordering by phone or online – the perfect solution if they have limited mobility.

Advice and inspiration

Our expert staff are always ready with friendly advice on putting colour schemes together, selecting products and applying them properly. So home improvers won't only have the right stuff, they'll also be inspired to use it creatively.



Clarity

We provide your customers with free leaflets that clearly explain how each scheme works, what they are entitled to and how to get it.

Why you will love them

Designed to order

Decorator Vouchers and Paint Packs were both developed at the request of Housing Associations and Local Authorities.

Comprehensive

Customers can use the Vouchers to buy everything they need to complete the project – including brushes, rollers and dustsheets as well as emulsion, wallcoverings, gloss and woodcare products. Our Paint Packs are equally comprehensive.

Secure and accountable

Housing Officers can simply contact our Business Support Team by phone or email to arrange Vouchers or Paint Packs. Our secure, efficient ordering and tracking system ensures you always know what has been ordered and that it has reached the right people.

Economical

If customers spend less than the value of their vouchers, you will only be charged for the amount spent, not the full voucher value. There are no set-up or maintenance costs with either scheme and literature and delivery is free.

Simple

Not only are our schemes flexible, we'll provide monthly reports and keep complete electronic records of every transaction, simplifying reconciliation and tracking of Voucher purchases and Paint Pack redemptions for you.

Focused

Unlike other schemes on the market, we only sell painting and decorating products, so you can be sure that vouchers will only go towards decorating items.

Flexible

Customers provided with vouchers are free to underspend or overspend as they wish. If they choose to buy more than the voucher value they can simply pay the extra themselves at the time of purchase.

Nectar

All purchases earn Nectar Business points for your organisation – for full details of how they can be spent, **visit www.nectar.com/business.** Many of our customers have used their Nectar points to secure prizes for raffles and other fund raising events.



Find out more

For full details of how the Dulux Decorator Centres' Refresh Scheme can help you provide your customers with quality decorating materials with minimal admin and maximum benefits, **please call our Business Support Team on 0845 603 6498.**

