

## **Website FAQ's**

### **Do you have records of the colors used on my home?**

If you have questions about the colors used on your home or about the schemes in your community, you should reach out to the builder directly. They will have the color records for your home.

### **Why are the search results not displaying for the color name and/or number I typed in?**

You may be trying to search for a color name or number from a competitor. Our color numbers range from 0001 – 1320. If you are not getting results from your search, you are most likely entering the color information from another color deck and therefore is not in our online system.

### **Why can't I find the color I am looking for?**

The general search results tab of the webpage is a separate system from the digital fandeck system. From the homepage of our website, click the word "colors" in the top right navigation bar; this will take you to the [Online Fandeck](#). From there, you can search by color name, or number. Or, view the deck in its entirety or page through special collections and curated palettes.

### **Why are no results displayed in the digital fandeck after I type in a color name or number?**

Sometimes the results are at the bottom of the visible screen. If all you see is a screen of white after searching, please scroll down, and you should see the selected color.

### **I have a color that I like from another manufacturer, can you match it?**

Yes, please visit your local Florida Paints store to have one of our paint experts provide an expert color match to any competitor color.

### **Is there a way to see what a color will look like on a wall?**

Yes, there are two ways to do this. The first one is to use the [Online Fandeck](#) – select the color you want and scroll down to the bottom of the page. From here, you pick from various room types and play with different colors.

The second way to visualize color is to upload an actual image of your home or room from your phone or computer to our [Online Color Visualizer](#) system. From here, you can select varying colors and play with ideas in your existing spaces.

### **How can I find coordinating colors?**

In the digital fandeck, select a color and scroll down to the bottom of the page. You will see suggestions for neighboring and coordinating colors to your selection.

**Why can't I find a location?**

We currently have 25 Florida Paints locations statewide. If you don't see results from your initial inquiry, try changing the radius around the city or zip code you are searching for. Also, please ensure that you hit the "search" bar after entering your city or zip code to activate the search function.

**How do I find product data or material safety sheets?**

Product data and material safety sheets for all of our products are searchable on the site by [Product Number](#) or by [Product Name](#).

**Why can't I find information on a product on your main product pages?**

Since our portfolio of products is quite comprehensive, not all of our products are 'featured' on the main project pages. Those focus on the most common products. However, a complete listing of all of our products and the categories they apply to can be found [Product Number](#) or by [Product Name](#).

**Is there a listing of all the products you have available?**

Yes, you can find a complete listing of our products and the categories they apply to by either [Product Number](#) or by [Product Name](#).

**Why aren't prices listed?**

We serve a wide variety of both professionals and homeowners with unique needs. Homeowners can find retail pricing on items by visiting or calling their local store. Professional customers can work with their local sales representative for special quantity and pricing needs.

**Can I order online?**

We are currently not set up for e-commerce. However, we are working on plans to be soon.

**Can I pay my bill online?**

Our systems are not currently available to take online payments. Please work with your local store or sales representative for payment options.