



PPG DISTRIBUTOR  
REFERENCE GUIDE FOR  
PROGRAMS AND POLICIES



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## **Our Mission**

Deliver best-in-class products, programs and services that help distributors, collision repair centers, and commercial customers increase productivity and profitability in an ever-changing market. We strive to provide the best solutions to our customers to enable fast, easy and cost-effective repairs.

## **Our Vision**

Optimize the refinish process for collision and commercial repair centers to maximize customer profitability.

## **Quality Policy**

PPG will provide products and services to our customers to fully meet their applicable requirements, on time, every time. We are dedicated to constant improvements in every area of our business and to doing our job right the first time, so as to achieve total customer satisfaction.

## **Our Commitment to You**

At PPG, we work every day to develop and deliver the paints, coatings and materials that our customers have trusted for more than 135 years. Through dedication and creativity, we solve our customers' biggest challenges, collaborating closely to find the right path forward. With headquarters in Pittsburgh, we operate and innovate in more than 70 countries. We serve customers in construction, consumer products, industrial and transportation markets and aftermarkets.

PPG's automotive refinish business is singularly focused on delivering the most advanced automotive, commercial fleet and light industrial coatings to our customers and has been doing so for more than a century. As the global leader in transportation and industrial coatings, we offer the innovation, experience and stability your business needs. In addition, we offer unmatched comprehensive technical, process and professional training. Most importantly, we are committed to bringing you the highest level of service and quality.

In an age of rapidly evolving technology, corporate realignments, and emerging consumer trends, it's good to know one company embraces change – without changing who they are. That's PPG.

To learn more about PPG automotive refinish products, visit <http://www.ppgrefinish.com>,

## **Customer Service Contact Information**

All Customer, Color and Technical support inquiries for the PPG paint brands are handled through the Customer Service Department at 800-647-6050.

<b>DEPARTMENTS</b>	<b>HOURS OF OPERATION Monday – Friday</b>	<b>QUICK OPTIONS (ENGLISH)</b>
<b>COLLISION ORDERS</b> <a href="mailto:orderentry@ppg.com">orderentry@ppg.com</a>	8:00 am – 7:00 pm EST	PRESS 1,1,1
<b>COMMERCIAL ORDERS</b> <a href="mailto:cpcorders@ppg.com">cpcorders@ppg.com</a>	8:00 am – 5:00 pm EST	PRESS 1,2,1
<b>LIC/LIGHT INDUSTRIAL GROUP</b> <a href="mailto:lic@ppg.com">lic@ppg.com</a>	8:00 am – 5:00 pm EST	PRESS 1,3
<b>COLOR LIBRARY*</b> <a href="mailto:dl-clrliby@ppg.com">dl-clrliby@ppg.com</a>	8:00 am – 6:00 pm EST	PRESS 1,4
<b>PRODUCT SUPPORT*</b> <a href="mailto:dl-reftechs@ppg.com">dl-reftechs@ppg.com</a>	8:00 am – 6:00 pm EST	PRESS 1,6
<b>WEBSITE SUPPORT*</b> <a href="mailto:EToolSupport@ppg.com">EToolSupport@ppg.com</a>	8:00 am – 6:00 pm EST	PRESS 1,7
<b>PAINTMANAGER® SOFTWARE SUPPORT*</b> <a href="mailto:ColorITSupport@ppg.com">ColorITSupport@ppg.com</a>	8:00 am – 6:00 pm EST	PRESS 1,5,2
<b>COLOR ACCURATE COMPUTER SUPPORT*</b> <a href="mailto:ColorITSupport@ppg.com">ColorITSupport@ppg.com</a>	8:00 am – 6:00 pm EST	PRESS 1,5,2
<b>TOUCHMIX® SUPPORT*</b> <a href="mailto:ColorITSupport@ppg.com">ColorITSupport@ppg.com</a>	8:00 am – 6:00 pm EST	PRESS 1,5,2
<b>SUBSCRIPTIONS</b> <a href="mailto:Refinishcolorotools@ppg.com">Refinishcolorotools@ppg.com</a>	8:00 am – 5:00 pm EST	PRESS 1,8
<b>MVP PROGRAM SUPPORT</b> <a href="mailto:platinumemail@ppg.com">platinumemail@ppg.com</a>	8:00 am – 5:00 pm EST	PRESS 1,9,1
<b>PLATINUM PROGRAM SUPPORT</b> <a href="mailto:platinumemail@ppg.com">platinumemail@ppg.com</a>	8:00 am – 5:00 pm EST	PRESS 1,9,2
<b>TRAINING PROGRAM SUPPORT</b> <a href="mailto:PPGRefinishTraining@ppg.com">PPGRefinishTraining@ppg.com</a>	8:00 am – 5:00 pm EST	PRESS 1,9,3

\*Available French & Spanish Support

❖ **You can also visit our website at <http://www.ppgrefinish.com>.**

## **Ordering Refinish Product**

Orders can be submitted electronically or by contacting Customer Service using the following methods:

- Online Ordering: [buyat.ppg.com/distributorordering](http://buyat.ppg.com/distributorordering)
- Email: [orderentry@ppg.com](mailto:orderentry@ppg.com)
- Fax: 1-800-982-9518
- Telephone: 1-800-647-6050

To avoid delays, please ensure your order includes the following required information:

- Customer Name
- Ship To Address

Also, include the following information, if applicable:

- Purchase Order Number
- Account Number
- Telephone Number
- Shipping Requirements (Requested Carrier, Customer Pickup)
- Special Instructions (i.e. Lift-gate Required, Ship on Specified Date, etc.)

## **Product Justification Forms**

For geographic areas requiring adherence to VOC restrictions, PPG has established a Product Justification Form (PJF) to allow for the possession, sale or application of specific products under an exemption to these regulations. PJF must be completed and filed annually through the [PPG Distributor Services Online Ordering website](#). For more information contact PPG Customer Service at 1-800-647-6050 or visit the website at [www.ppgrefinish.com](http://www.ppgrefinish.com).

*Note: Collision/Commercial customers who also purchase GROW products are required to file a PJF for both accounts.*

## **Same Day Shipping**

Orders received by 9:00am will ship the same business day. Orders with a total invoice value of \$20,000 or more may require up to 5 business days processing time. Please note that order volume is heaviest at the start of new billing and promotional periods. Our ability for same day shipping may be impacted during these times.

## **Backorders**

In the event the servicing distribution center is stocked out of a product, PPG may, at its discretion, choose to ship the product from an alternate distribution center or wait until replenishment stock is available. (When choosing to source from an alternate distribution center, PPG will pay for any additional shipping costs. This does not apply to associated products, such as cans or 3M products.)

## **To Be Discontinued Items**

PPG Automotive Refinish will continue to fill orders for TBD items until stock is depleted. If there is an available product replacement, Customer Service will contact you for potential order changes. Otherwise, all remaining order lines for TBD items will be cancelled.

## **Non-Truckload Orders**

### **Order Quantities**

Some products must be ordered in full case quantities, *for example HRB9700/KT (2), SU4901/6Z (24) and DOX125/PK (4)*. Please contact Customer Service for specific code information.

### **Freight Policy**

PPG liquid paint orders can be combined to meet the prepaid freight threshold. Sundries, 3M products and other Associated Products do not count toward meeting the prepaid freight threshold, but are eligible to ship freight free with any qualifying paint order.

Effective January 1, 2023, the freight minimum prepaid amount will change to \$7,000. To meet the minimum requirement, PPG Refinish, Commercial Products and Nexa Autocolor® Products can be combined in one order. For orders that do not meet the aforementioned revised minimum prepaid amount, PPG will charge the actual freight amount. See the tables below for further explanation.

<b>Prepaid Freight Policy</b>	
<b>Order Value</b>	<b>Shipping Charge</b>
<b>\$7,000 or more (PPG Liquid Brands)</b>	<b>None (Prepaid)</b>
<b>Less than \$7,000 (PPG Liquid Brands)</b>	<b>PPG will charge the actual freight amount.</b>

### **Add-On Orders**

When submitting “Add-On” orders, please indicate the purchase order for which you would like it included. Customer Service will identify the status of the original order. If this order has already been released to the warehouse, order additions are not possible. If shipment of additional items is required, standard freight policies apply.

### **Will Call Orders**

“Will Call” orders can be placed with Customer Service by calling 800-647-6050 and select options 1, 1, 1. Please allow up to a 60-minute processing time to ensure that the order is ready for pick-up at your local warehouse.

Please adhere to the following requirements for “Will Calls”:

1. No 55 gallon drums
2. Hazmat-Limited to quantities that do not require placards
3. Vehicle Load Weights:
  - a. Passenger Vehicles: 300 pound limit
  - b. Minivans/Mini-Pickup (less than ½ ton rating): 500 pound limit
  - c. ½ Ton Cargo Vans or Pick-up Trucks: 1,000 pound limit
  - d. ¾ Ton Cargo Vans or Pick-up Trucks: 1,500 pound limit
  - e. 1 Ton Cargo Vans or Pick-up Trucks: 2,000 pound limit

## **Advertising Material**

PPG advertising material can be ordered electronically through the Refinish Online Ordering website.

Please use the following methods:

- Online Ordering: [buyat.ppg.com/distributorordering](http://buyat.ppg.com/distributorordering)
- Email: [orderentry@ppg.com](mailto:orderentry@ppg.com)
- Fax: 1-800-982-9518

To access all Promotional Material, including apparel, banners and floor mats:

- Visit [www.ppgrefinish.com](http://www.ppgrefinish.com); select tab [Programs] under Promotional Tools [\[Promotional Materials\]](#)

To access PPG Brand Assets, including logos and images:

- Visit [www.ppgrefinish.com](http://www.ppgrefinish.com); select tab [Programs] under Promotional Tools [\[Refinish Brand Assets\]](#)

## **Terms of Sale (Non-Truckload Orders)**

PPG Terms of sale are based on three billing cycles:

The terms on the invoice for customers on the billing cycle that runs from the 26<sup>th</sup> of a given month through the 25<sup>th</sup> of the following month are as follows: 1–25 due the 10<sup>th</sup> of the following month, 26–31 due the 10<sup>th</sup> of the second month. Examples below.

<b><u>Invoice Date</u></b>	<b><u>Payment Date</u></b>
December 26 – January 25	February 10
January 26 – February 25	March 10
February 26 – March 25	April 10
March 26 – April 25	May 10
April 26 – May 25	June 10

The terms on the invoice for customers on the billing cycle that runs from the 21<sup>st</sup> of a given month through the 20<sup>th</sup> of the following month are as follows: 1-5 due the 20<sup>th</sup> of the current month, 6-31 due the 20<sup>th</sup> of the following month.

<b><u>Invoice Date</u></b>	<b><u>Payment Date</u></b>
December 6 <sup>th</sup> – January 5 <sup>th</sup>	January 20 <sup>th</sup>
January 6 <sup>th</sup> – February 5 <sup>th</sup>	February 20 <sup>th</sup>
February 6 <sup>th</sup> – March 5 <sup>th</sup>	March 20 <sup>th</sup>
March 6 <sup>th</sup> – April 5 <sup>th</sup>	April 20 <sup>th</sup>
April 6 <sup>th</sup> – May 5 <sup>th</sup>	May 20 <sup>th</sup>

The terms on the invoice for customers on the other billing cycle that runs from the 11<sup>th</sup> of a given month through the 10<sup>th</sup> of the following month are as follows: 11–31 due the 25<sup>th</sup> of the following month, 1–10 due the 25<sup>th</sup> of the same month. Examples below

<b><u>Invoice Date</u></b>	<b><u>Payment Date</u></b>
December 11 – January 10	January 25
January 11 – February 10	February 25
February 11 – March 10	March 25
March 11 – April 10	April 25
April 11 – May 10	May 25



## Truckload Orders

PPG paint product orders can be combined to meet truckload thresholds. CPC, LIC, and other Commercial Coating Paint products do not receive truckload or cash discounts. These items are eligible for the truckload terms with a 2% prompt pay discount when paid by the due date. Please refer to the [Product Line addendum](#) for a listing of all eligible paint lines.

Sundries, 3M Products, Equipment, and other associated products do not count towards meeting truckload thresholds. These items are eligible for truckload terms with a 2% prompt pay discount when paid by the due date.

Custom Blended and Made-to-Order products are not eligible for any Truckload specials, including terms and discounts. Please contact Customer Service for specific code information.

## Order Quantities

To qualify for the truckload program, distributors must order products in full case quantities. PPG brand pearls, toners, special effect pigments, in a quart size or smaller, may be ordered in less than case quantities. NEXA AUTOCOLOR® brand pearls, toners, special effect pigments, in a 1-liter size or smaller, may be ordered in less than case quantities.

## Truckload Terms and Discounts

Size	Truckload Minimum Threshold (Liquid) <sup>1</sup>	Truckload Discount (Collision) <sup>2</sup>	Truckload Terms (Days)	Discount for on Time Payment of Each Invoice (Prompt Pay)	Cash Discount if Paid In 15 Days (Early Pay) <sup>3</sup>
Mini Truckload	\$15,000	2.00%	30-60	2.00%	3.00%
Regular Truckload	\$35,000	5.00%	30-60-90	2.00%	3.00%
Super Truckload	\$70,000	6.00%	30-60-90	2.00%	3.00%
Super 2 Way Split	\$40,000	6.00%	30-60-90	2.00%	3.00%
Jumbo Truckload	\$170,000	7.00%	30-60-90-120	2.00%	3.00%
Jumbo 2 Way Split	\$75,000	7.00%	30-60-90-120	2.00%	3.00%
Jumbo Plus Truckload	\$260,000	8.00%	30-60-90-120	2.00%	4.00%
Jumbo Plus 2 Way Split	\$100,000	8.00%	30-60-90-120	2.00%	4.00%
Jumbo Plus 3 Way Split	\$30,000	8.00%	30-60-90-120	2.00%	4.00%
Jumbo Plus 4 Way Split	\$30,000	8.00%	30-60-90-120	2.00%	4.00%
Jumbo Plus 5 Way Split	\$30,000	8.00%	30-60-90-120	2.00%	4.00%
More than 5-way split	\$30,000	8.00%	30-60-90-120	2.00%	4.00%

(1) 3M, sundries, equipment, or other associated products do NOT count towards threshold

(2) CPC, 3M®, sundries, equipment, or other associated products do NOT receive Discount

(3) NO Cash Discount for 3M, sundries, equipment, or other associated products

## **Truckload Splits**

All split truckloads are for a single distributor (same company/corporation) with multiple delivery points. Any splits above a five way split require Regional Manager approval. Total purchases on split truckloads must equal minimum purchase requirement for the category.

*Note: Any approved split below the minimum threshold will be subject to an additional \$100 processing charge.*

## **Truckload Terms of Sale (Truckload Orders)**

Invoice is dated from the 1<sup>st</sup> through the 15<sup>th</sup> of the month; first payment is due on the 10<sup>th</sup> of the following month. If invoice is dated from the 16<sup>th</sup> through the 31<sup>st</sup> of the current month, first payment is due the 25<sup>th</sup> of the following month.

## **Shipment Discrepancies & Damaged Goods**

PPG will not compensate customers for claimed discrepancies after the goods have been delivered and signed for by the customer. Piece count discrepancies and/or damages should be reported to the carrier immediately.

All of our shipments ride F.O.B., which means ownership transfers from PPG to the distributor's company upon acceptance of the carrier (truck driver's signature on the bill-of-lading). Customer Service may be called upon for assistance to help resolve freight claim issues within 5 days of delivery.

The following practices increase your ability to resolve shortage and/or damage issues:

- Clearly document any discrepancies on the truck line paperwork prior to signing and returning to the driver.
- If there is physical damage, the receiver of the goods should note the details of the damage on the freight bill before giving the driver the carrier copy.
- Use PPG's BOL & Packing slip to count your pieces in the presence of the truckdriver.
- In all cases, claims for freight damage must be submitted immediately to the carrier responsible.
- Document and/or photograph damaged pieces to support your claim.
- Minor denting of cans may sometimes occur during handling. This denting in no way affects the performance of the product and therefore CANNOT be claimed.

## **PPG Errors**

Products are returnable for full credit when PPG has made an error on a customer's order. To be eligible for full credit, all of the following must apply:

- The error must be reported by email, fax, or telephone to the Customer Service team within thirty (30) working days of receipt.
- The goods must be in sealed cartons/containers, in re-saleable condition with the appropriate Department of Transport (DOT) markings on the return packaging.
- PPG will arrange and pay the freight cost on authorized returns.

PPG will email or fax the customer an RGA (Returned Goods Authorization) form to initiate the return process.

## **Stop Sale/Recalled Goods**

In cases where PPG has issued a Stop Sale, Distributors are allowed to return the goods in accordance with the Stop Sale Notice. Stop Sale returns will be credited at current Distributor pricing. Once an RGA has been issued, PPG will make arrangements to pick up the shipment and pay all applicable transportation charges.

## **Return Goods Procedure**

All returns, regardless of type, require a Return Goods Authorization (RGA). The RGA can be created online at [buyat.ppg.com/distributorordering](http://buyat.ppg.com/distributorordering) menu options: Returns → Start Returns → Select a new Return Type → Start New Return

If for some reason a RGA requests cannot be submitted online, please email [orderentry@ppg.com@ppg.com](mailto:orderentry@ppg.com@ppg.com)) with all pertinent information, including the products, quantities and lot numbers.

Once the appropriate approvals have been received, Customer Service will issue an RGA number to the distributor. The return shipment must include the RGA Ship Ticket and clearly display the RGA number to ensure the warehouse can properly process the return and issue the appropriate credit.

## **Standard Stock Returns**

A standard stock return is defined as products that are on the current price list and have not been announced as “to be discontinued”, obsolete, or are out of shelf life. Some Commercial products have additional return conditions listed below under “Commercial Coatings Returns”.

Products can be returned under the following terms:

- Returns will be limited to a maximum value of 0.5% of previous year’s netsales. All returns and any exceptions to the 0.5% maximum require management approval. Any returns of Commercial products will require a corresponding approval by the appropriate level of Commercial Management.
- Territory Manager and customer are to complete the Return Goods Form.
- Returns will be credited at 95% of previous year’s pricing, minus a 15% handling fee.
- Return must be accompanied by an offsetting customer order of equal or greater value. (Note: Commercial Coating product returns must be offset with a Commercial Coatings order of equal or greater value and Collision product returns must be offset by a Collision product order of equal or greater value.)
- Customer pays all appropriate transportation fees; PPG will arrange carrier and bill the customer.
- Return must be received at servicing warehouse within 30 days of return approval.
- Products must be in good saleable condition. (Saleable condition is defined as products with no physical damage, no missing/torn labels, not out of shelf life, etc.)
- Distributor will ensure the use of the appropriate hazardous materials transport documents.

Products returned without authorization will not receive credit and will be returned to the customer or properly disposed of in accordance with all applicable local, state, and federal laws. In this instance, appropriate charges will be assessed.

## **Commercial Coatings Returns**

Commercial Coatings returns follow the same process and may have additional conditions beyond what is specified above. The following Commercial product lines must adhere to the terms below. Please contact Customer Service for specific requirements of other Commercial products.

## **PMC Product Returns**

PMC returns to PMC DC's require a separate RGA form, issued by PMC. Commercial Territory Manager/Territory Manager and distributor are to complete a Return Goods request listing product code and batch number; the return is solely for PMC products (Amercoat, Sigma, Hi Temp and HPC products). The following terms apply:

- All product returned must be in original packaging and be in “sellable” condition
- Products that are past shelf life are not eligible for return or credit
- Mixed paint is not eligible for return
- Special products manufactured solely for a distributor are not eligible for return
- PMC products are not to be returned to a Refinish Warehouse without appropriate approval
- Products returned with thirty days of receipt due to a PPG error will not be assessed product or handling penalties; returns after thirty days will be assessed standard return restocking and crediting penalties
- Returns received within 60 days of original order will be credited at 100% of current pricing, minus a 15% restocking fee
- Returns received 61 – 90 days from receipt of original order will be credited at 95% of the previous pricing schedule, minus a 15% restocking fee
- Returns received greater than 90 days from receipt of original order will not be accepted
- Return must be accompanied by an offsetting order for PMC products
- Return must be received at designated warehouse within 30 days of return approval
- Credit for approved returned goods will be issued approximately 30 days after return

New Distributors or Distributors adding PMC products are permitted a one-time stock rebalancing return with the following conditions:

- Return must be received within the first three months
- Rebalancing return will be credited at the originally billed price
- No restocking fee
- PPG will pay the appropriate transportation fee

## **New Distributors/Distributors Adding a New Product Line**

PPG will provide new distributors, or existing distributors adding a new product line, a one-time stock balancing return within the first two years, without penalty. Some Commercial products have additional return conditions listed below under “Commercial Coatings Returns.” The onetime stock balancing return has the following terms:

- The return must be approved by the appropriate level of Sales Management.
- Commercial product must also be approved by the appropriate level of Commercial Sales Management.
- Territory Manager and customer are to complete the Return Goods Form.
- Returns will be credited at current Jobber list price.
- Customer pays all appropriate transportation fees; PPG will arrange carrier and bill the customer.
- Return must be received at servicing warehouse within two years of becoming a new distributor, or adding a new product line.
- Products must be in good saleable condition. (Saleable condition is defined as products with no physical damage, no missing/torn labels, not out of shelf life)
- PPG reserves the right to limit the value of the return.
- Distributor will ensure the use of the appropriate hazardous materials transport documents.

## **Return Limitations**

### **Custom Blended Product**

Custom Blended and Made-to-Order products are not eligible to be returned.

### **Military Coatings**

PPG Military Coatings products (either manufactured by and/or distributed by PPG) are not considered standard stocked products and therefore do not fall under the standard product return policy. The following terms apply:

- PPG Military Coatings can only be returned if the product has been deemed defective by PPG or supplier technical staff. If a distributor believes they have a defective product, please contact your PPG Commercial Territory Manager and request a product complaint form be submitted.
- PPG Military Coatings have a shelf life of one year from the date of manufacturer. Products that have exceeded their one-year shelf life are not considered defective and therefore cannot be returned.

### **To Be Discontinued & Obsolete Products**

Products designated through PPG announcement as To Be Discontinued (TBD), Discontinued or Obsolete cannot be returned.

## **Distressed Material**

PPG will under no circumstances accept returns of distressed material. Distressed material is defined as dented or rusty cans, missing/torn labels, etc.

There are companies that can assist in the proper disposal of distressed material or other hazardous waste. Examples of such companies are Onyx Environmental Services (800-237-1333 or [www.onyxes.com](http://www.onyxes.com)) or Safety-Kleen (800-669-5740 or [www.safety-Kleen.com](http://www.safety-Kleen.com)). Please contact your state or local Environmental Protection Agency for a list of disposal companies in your geographic area.

## **3M Products**

PPG observes the same parameters used by 3M® to determine product code eligibility for return. Additionally, PPG will only provide credit for items purchased from PPG that are in our current 3M® offering/catalog.

## **3M Commercial Drop Shipment Orders**

3M commercial drop shipment orders will ship direct from 3M and have a \$3000 order minimum. 3M commercial can be combined with other 3M products to meet the order minimum. PPG paint products cannot be combined to meet the 3M drop shipment minimum.

## **PPG Automotive Refinish Value Added Programs**

### **Platinum Distributor Program**

PPG PLATINUM DISTRIBUTOR™ is the designation for our PPG Automotive Refinish single-line distributor network. This Platinum status signifies the trust and true partnership between PPG Automotive Refinish and our single-line distributors. For more information, contact the PPG Platinum Department at (800-647-6050 quick option press 1, 9, 2) or visit us online at <http://www.ppgrefinish.com>.

### **MVP Program**

MVP BUSINESS SOLUTIONS® is a value-added sales support program designed to improve the business performance of PPG Automotive Refinish collision centers. We develop and deliver the most comprehensive set of training tools and services in the industry. For more information contact the PPG MVP Department at (800) 647- 6050 (quick option press 1, 9, 1) or visit online at [www.ppgmvp.com](http://www.ppgmvp.com)

### **Employee Development Training Programs**

PPG offers an array of technical and soft-skill courses for distributor personnel, as well as collision center personnel. These courses are designed to develop employee competency in specified areas of work, and are setup according to specific job functions within the distributor store or collision center.

Course descriptions and training schedules found on our website [w www.ppgrefinish.com](http://www.ppgrefinish.com) or by calling our Training department at 800-647-6050 (quick option press 1, 9, 3). Training Locations can be found at [us.ppgrefinish.com/Training/Locations](http://us.ppgrefinish.com/Training/Locations).

### **Warranty/Guarantee Information**

By participating in the PPG Lifetime Limited Paint Performance Guarantee program, Collision Repair Centers can offer their customers confidence that the work done on their car is a high-quality paint repair designed to last. Not only does this comprehensive program offer peace-of-mind protection for the vehicle owner, it inherently provides an excellent, image-enhancing marketing opportunity for their business and yours as PPG Platinum Distributor.

The Lifetime Limited Paint Performance Guarantee assures customers that all refinish products used to repair their vehicles are of the latest state-of-the-art technology and will perform to optimum standards for as long as the consumer owns the vehicle. The guarantee covers a vehicle repair against cracking, fading, loss of gloss, and other various paint-related defects. For more information, visit the [PPG Refinish website](http://www.ppgrefinish.com). Your PPG territory manager can provide a Guarantee Registration Form, which outlines terms and conditions for participation.



## **PPG Distribution Centers**

### **Clackamas (Portland)**

#### **Clay Dryden**

PPG Finishes  
11900 SE Jennifer St.  
Clackamas, OR. 97015

### **Edina (Minneapolis)**

#### **Steve Thole**

PPG Finishes  
7725 Parklawn Ave.  
Edina, MN 55439

### **Fairburn (Atlanta)**

#### **Roland Pochobradsky**

PPG Finishes  
4605 Coates Avenue; Suite A  
Fairburn, GA 30213

### **Fort Shawnee (Lima)**

#### **Jeffery Lowe**

PPG Finishes  
2599 Fort Shawnee Industrial Dr.  
Lima, OH 45804

### **Guilderland Ctr. (Albany)**

#### **John Coon**

PPG Finishes  
NE Industrial Park Bldg. 28  
Guilderland Center, NY 12085

### **Houston**

#### **Katherine Schoggins**

PPG Finishes  
4444-1A Campbell Rd.  
Houston, TX. 77041

### **Kissimmee (Orlando)**

#### **John Jacob**

PPG Finishes  
3400 Commerce Blvd.  
Kissimmee, FL 34741

### **Whittier (Los Angeles)**

#### **Omar Cervantes**

PPG Finishes  
10060 Mission Mill Rd.  
Whittier, CA 90601-1738

## **PPG Business Development Centers**

### **Refinish Training Headquarters - Strongsville**

**Robb Power**

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*\*Training Locations can be found at [us.ppgrefinish.com/Training/Locations](http://us.ppgrefinish.com/Training/Locations)*

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