

Frequently Asked Questions

The following are some questions that we have received to help you get up and running on the Dulux app.

Quick Links

To help you navigate our frequently asked questions page, you can click on the links below to quickly get to the answers you need.

If you have any additional questions that we were not able to answer in this FAQ, please submit a help request [here](#) or reach out to your sales representative for more help.

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Accessing the Dulux app

Q: Is there an app that I can download to order online?

A: Yes. The Dulux app is available both for iOS (iPhones, iPad) and Android devices. [Download here](#)

Q: Why should I use the Dulux app?

A: The Dulux app is the store that never sleeps, it will allow you to place orders 24/7 from anywhere. With the new and enhanced Dulux app, it is easier than ever to get your work done while you are on the go. You can use the app to access your pricing, purchase history, search paint colours, find a store, and more. It will help you prioritize time and let you focus on maintaining and growing your business.

Q: How do I access the Dulux app to place orders?

A: You can access online ordering on your computer browser at pro.dulux.ca or [download the mobile app here](#). You will register with your existing Dulux customer account and can begin placing orders.

Q: What if I cannot complete an order on the Dulux app?

A: If for any reason you are unable to complete your order, you can utilize the [“Contact Us” link](#) from within the app or site or you can call us at 724-742-5600, then press 1 for English, and then press 5 for Dulux app support. You can also reach out to your sales representative, or your home store and they will assist you.

Q: Will I get a confirmation email after I place my order?

A: Every order placed generates emails to the below four contacts. This makes sure everyone is always on the same page.

1. Person creating order
2. Selected delivery or pickup contact



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3. Sales Rep
4. Store fulfilling the order.

Q: Can I add custom notes about my order or delivery, like “call the site contact upon arrival”?

A: Yes, there is an open field called pickup or delivery instructions on the review order screen where you can add comments for your entire order.

Q: How do I add or remove a user?

A: Currently only Dulux sales representatives or admins can add or remove users. If you would like a user added to a job or account, they can register here, you can also contact your sales representative to update users. Admins can add a user by login into the app, clicking on Users-invite a new user, fill out the contact details, assign a role to the user, then select their jobs and permissions, and click on “Send Invite”.

For sales representatives: You can update users for your customers within the browser at pro.Dulux.ca or via the mobile app. Once logged in, click on the “Customers” tab. From here you are going to search for the name of the customer whom you would like to add a user to. Then click on the customer account name once you find it. Then click on the “Users” tab. Click on “invite a new user,” input their e-mail, first name, last name, country (select Canada), phone number, and their role, and select the job (select include in job that you would like that user to have access to) then click “Submit.” You will get a notification that the user request has been submitted.

Q: How do I reset my password?

A: From the Dulux app login page click on “Forgot your password?” Then enter your email address and click on “Send verification code,” check your email for the verification code. Messages can end up in your spam or junk mail folder so if you have not received it within a few minutes, check those locations. Once you receive the email, enter the verification code you were provided and click “Verify code,” once your e-mail address is verified, click “Continue.” Enter the new password and confirm the new password then click on continue. Your password has now been reset and you will return to the login screen. You should remain authenticated for 30 days.

Dulux employees should sign in using the Sign in as a Dulux Employee login which will use your Single Sign On credentials.

Placing an Order

Q: I do not have a Dulux account. Can I use the app?



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A: Currently only customers with active Dulux accounts are eligible to use the app. If you would like to become a Dulux customer, you can apply at your local Dulux store or speak to your sales representative.

Q: What happens if I registered my account for online ordering but have not received an activation email?

A: After registering, you will receive an activation email. Be sure to check your junk/spam for the email. If you have not received your activation email within that time, submit a help request [here](#).

Q: How do I order a custom colour?

A: Find the paint product you want to add then click on “Quick Add,” Under Colour, type “Custom” followed by the custom colour name for example Custom Ponytail 25%. Provide as much info as possible (brand, colour, number, etc.), click on “confirm,” select your Sheen, Size, and Quantity, then click “Add to Cart.”

Q: How do I save products to a job?

A: Find the product you want to add then click on “Quick Add.” Then select the Billed to / Job, select your colour, sheen, size, (if applicable), and quantity then click on/tap “Add to Cart.” On the next screen click on “Add this as a specified product.” Under the custom item name field, you can add a reference name or leave it blank and then click on “Add Specified Product.” You will get a notification saying that the product was successfully added to the job. You will then be able to quickly reorder these products by accessing the Jobs tab.

Q: How do I reorder from my in-store order?

A: Login to the site at pro.Duluxpaints.com, click on “Orders,” then click on “All Orders,” (you can find orders fulfilled within the last 180 days by clicking on the drop-down box, the default selection is 30 days), then click on the order date, you will see the in-store order details. You then click on “Quick Add,” then select the Billed to / Job, select the product details (colour, size, sheen) select the quantity, then click “Add to Cart.”

Q: How do I shop the Dulux Catalog?

A: You can shop the Dulux catalog using the products tab in the mobile app or by visiting pro.Dulux.ca. If you cannot find a product you regularly purchase in the catalog, please submit a request for us to add it to the catalog [here](#).

Q: What store do the pick-up orders go to?



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A: The order will default to the home store that is listed on the account/job unless you request a different store during checkout.

Q: What store do the delivery orders go to?

A: The order will default to the home store that is listed on the account/job unless you request a different store during checkout.

Q: What if I want to order a product that is not in the catalog?

A: For special orders please reach out to your Dulux sales representative.

Q: What if something does not look right after placing an order?

A: Please reach out to your sales representative or store as soon as possible so they can make it right. You can also submit an issue with your order in the help form [here](#).

Q: Can I manage my credit on the app?

A: Currently, you cannot manage your credit on the app. Please reach out to your sales representative or store for assistance with any credit questions. You can pay your account by clicking on the eAccount link within the app or clicking [here](#).

Q: Who do I contact for help?

A: For immediate order support or with questions about products or operations, please contact your rep or store.

For help using online ordering submit a help request [here](#). You can expect to be contacted within one business day for any critical issues impacting your account or ability to order. Lower priority issues may take longer for a response. You can also call us at 724-742-5600, then press one for English, and then press five for Dulux app support.

Q: I have an issue with my pricing and would like it corrected

A: For any pricing issues please reach out to your sales representative or store for assistance. You can also submit a Dulux app Support Request [here](#). Under “Reason for contacting us” select order help, and under “Tell us more about your issue” select “My pricing is incorrect.”



Frequently Asked Questions

Q: Where can I submit feedback?

A: We value your feedback. Please submit [here](#) by selecting “Feedback” under “Reason for contacting us,” fill out the required information then submit.

