

Frequently Asked Questions

***How do you hire and screen your painters?** All of our painters have a closely monitored **quality/customer service rating** and have proven track records of high performance. They go through an extensive vetting process so you can feel safe with them in your home and confident about their work.

***Do you stand behind your work?** We protect our clients in two-ways: With our **100% Satisfaction Guarantee** and our **5-Year Worry-Free Warranty**. In the very rare case there is paint failure due to defective product or application, we'll come back free of charge to make sure the affected areas are repaired and repainted. We put all our promises in writing.

***Are you insured?** Absolutely! We make certain we protect our customers by carrying the appropriate coverages for general liability and workers compensation. Additionally, we continually seek out industry recognized certifications and designations to add to our customer's peace of mind.

***Will you keep our property clean and tidy?** YES! We use a daily checklist to make sure we keep the work area orderly, and all tools/equipment stored in one place.

***Do you provide an "estimate" or a "firm quote?"** All of our quotes are firm. The price will not change. The only hourly services we offer are related to wallpaper removal, extensive prep, or specialty projects. When applicable, this is noted clearly in the quote.

***What process do you use to prepare surfaces to make sure the paint "sticks?"** We make certain to remove all loose and flaking paint from all surfaces. Often, this is done by pressure washing or manually scraping. Sometimes, surfaces have to be scuffed up, abraded, profiled, or even primed to guarantee adhesion. That's why we take our time where it counts – in the preparation.

***What type of paint do you recommend?** We use Benjamin Moore and PPG paint because we have a strong relationship with the brand and they produce quality products. This means if there is ever a manufacturing defect, we know that they will stand behind our work – and your project. However, we do make exceptions when there are superior products in specific situations or if our customers have a strong product preference.

***Can you provide references?** Sure thing! In fact, in this envelope, you'll find a few already!

***When do you take payment?** We take a 50% deposit when you sign to lock in your spot on our schedule, and the remaining balance at the end of the project when it is completed and ONLY when you are 100% happy! The only exceptions are when specialty products, such as epoxies or other items, are ordered directly from a manufacturer.

***Do you help me with my color selection?** Yes, we understand how intimidating it can be to pick colors that will look good, so we include a one-hour color consultation with every project to help make it easy.