



Client Guide



01

BEFORE AND AFTERS



BEFORE



AFTER

BEFORE



AFTER



02

OUR PROCESS

ABOUT OUR PROCESS

Here at Swift Painting we provide a wide variety of painting to the Baton Rouge area. We can handle both interior and exterior house painting, no matter the size or design of the structure. We have the tools and expertise to paint irregular areas, fine details and custom structures like stairs, chimneys, and trim.

We work in various stages through out our painting process. No matter the service we strive to make the customer happy. Whether interior or exterior when we're finished, it will look like we were never there except for the clean, fresh appearance.

STAGE 1: SCHEDULING AN ESTIMATE

- + The initial phase of our process is where we want to gather all the information we can to learn more about you, your needs, your wants, and your specific project.
- + Although it may seem like an unimportant step, we want to start things off right before we even meet you in person.

STAGE 2: ESTIMATING YOUR HOME

- + The day before your estimate, you will receive a confirmation text that ensures all parties are still available.
- + At the start of the estimate we will do a quick walkthrough of the project to cover all details and answer any questions you may have.
- + We take this opportunity amidst the estimate to fully explain our process and what we offer.
- + The final section or towards the end of the estimate we type up the proposal and make sure all bases are covered. We take all the necessary measurements and pictures to ensure that we come up with the most precise and detailed proposal catered to your specific project. We will then submit the proposal to you for approval and examination.

STAGE 3: PLANNING YOUR PROJECT

- + Once the estimate is approved, and the scope of work is finalized, one of our project coordinators will give you an initial call for the confirmation, scheduling, and set up of your project! We take this step very seriously because we want your project to go as smoothly as possible.
- + We keep all parties in the loop because we believe communication is vital for a smoothly run project and a satisfied customer.
- + Currently, We have 4 in-house paint crews that exclusively work with us. We have trained them and showed them our standards, processes, and company goals for each project.

STAGE 4: COMPLETING YOUR PROJECT

- + At the start of your project we provide constant communication. The key to quality paint job is to start strong and make sure all prep steps are done right.
- + During the project our crew leader and project manager take over and handle any questions or issues that may arise.
- + Our crew leader assigned to your project will notify you of the progress and the finish date towards the end of the project.
- + The final walkthrough we do with you is vitally important to close out the project because we want to ensure that you are 100% satisfied with us and the work completed
- + Once the final walkthrough is completed and the final payment is received, we then will request that you fill out one of our customer surveys, leave us a Google review, leave us a Facebook review and if possible maybe even a video testimonial. (None of this is necessary but it helps us out so much with the growth of our company!)
- + Lastly, we want to keep in contact with you and be your painters for life! So in the future, if your house ever needs a Lift, Call Swift!

SWIFT PAINTING EXCLUSIONS

- + No hard start dates
- + No hard deadlines
- + No perfect color matches (new paint will never match old paint, touch ups will not perfectly match either)
- + No faux finishes
- + No free change orders during the project (unless it costs nothing to do so, such as deducting an item/scope)
- + There is a project minimum cost threshold in order to be scheduled
- + Once colors are confirmed by customer those are the colors regardless of outcome/look/etc. (Note: Any changes thereafter are considered a change order)
- + 3 Free Colors (Once the overall color count for the project exceeds this amount there is a charge for multiple colors for a specific project)
- + No Interior work is warrantied (Unless Cabinets are peeling scratching off very easily, this is a case by case basis)
- + Exterior Work is under a limited warranty (3 Years) (Railings, decks, shutters, doors, and garage floors are not under warranty)
 - The 3 Year Limited warranty we offer on exterior work ensures quality work and prep will be performed by Swift Painting. If within the time span of the warranty, the paint applied by Swift Painting begins to bubble, peel or flake off, Swift Painting will come back to repair/repaint the problem area(s) at no extra cost to the home owner. The Warranty does not cover storm damage or exterior doors. Exterior decks, garage epoxy floor coatings, porches, and steps are not covered under the warranty either. This warranty means that if any warrantied surface painted and prepped by Swift Painting, starts to peel, bubble or flake off, upon request, submittal of pictures and inspection; Swift Painting will come back 1 time to come and touch up/repair the problem areas. (Not the whole exterior, problem areas only)
- + Sheetrock patching/texturing (no perfect texture match/or perfect blending of original texture work)
- + Quotes/pricing is only good for the calendar year that the project was quoted

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OUR SERVICES

WHAT MAKES US UNIQUE

Here at Swift Painting we are committed to doing our very best on each and every home we have the privilege of working on. We don't take our opportunities lightly and we do all that we can to give our clients the best experience possible! We are not a fly by night company nor are we trying to make a quick buck. Our ultimate goal as a local company is to serve our community, our neighbors and our friends with the best service around!



EXTERIOR PAINTING

- + Whenever we tackle an exterior, our process is relatively simple.
- + Before we begin prepping or painting, we suggest power washing your home's exterior surfaces to ensure good paint adhesion and long-term durability.
- + The following day(s) will consist of any necessary caulking, scraping, sanding, taping off, covering work areas and landscaping, etc. (Any prep that has been quoted and put into the scope of work will be completed before paint application)
- + Once all prep is complete, we apply the paint/stain with a brush, rollers, and professional-grade sprayers.
- + On the final step of the process for exteriors, we make sure all touch-ups are complete, and all areas are cleaned up.

INTERIOR PAINTING

- + We take even more excellent care of the home for interior painting projects due to flooring, furniture, and decorations that need to be protected from paint splatter, etc.
- + For our interior projects, we make sure all furniture is moved to the middle of the room, cover it, and cover all flooring/areas where we are painting.
- + We also remove all electrical cover outlets and make sure to put them back up at the end of the project.
- + Any prep, such as caulking or patching nail holes or sheetrock, is completed before paint application.
- + For most interiors, we use brushing and rolling as the primary methods for application. (There are cases where we will tape/cover everything and spray trim, cabinets, and/or doors)
- + At the end of the interior project, we clean up, complete touch-ups, and commence the final walkthrough, just as with exterior painting.





STAINING

- + We stain decks, fencing, posts, wood ceilings and beams! (We do not stain cabinets usually)
- + For staining, we make sure the wood is clean, prepped accordingly either by sanding or cleaning and then apply the stain in various methods. (Rags, brushes, rollers and sometimes sprayers)
- + It all depends on the needs of the specific project but we ensure that everything is prepped and covered in the specific work areas.
- + As with any service we provide we are sure to cleanup, touch up and complete a final walkthrough inspection to ensure that our clients are pleased with the outcome.

CABINET PAINTING

- + As with cabinet painting; All cabinet surfaces will be cleaned with a degreaser, lightly sanded, and primed with an oil based bonding primer. All doors, hinges, hardware and drawers will be removed before prep and paint application and then re-installed at the end of the project.
- + The work area will be completely "boxed-in" and covered with tape, paper, and plastic to protect all surfaces from overspray.
- + Unless otherwise discussed or planned, we usually prefer to spray cabinets to ensure a smooth and durable finish!
- + Cabinet painting is tedious and detailed work, so please be patient! We want to produce a beautiful and long lasting result.
- + Once the cabinets are prepped, painted and put back together we make sure that all surfaces are top notch before completing the final walkthrough.



OUR MOST POPULAR COLORS

Pure White

SW 7005



Agreeable Gray

SW 7029



Repose Gray

SW 7029



Alabaster

SW 7008



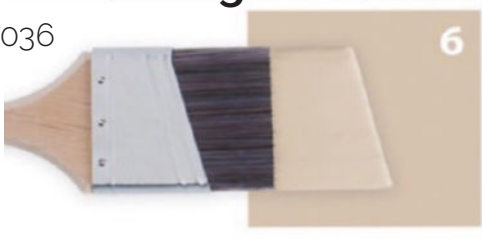
Snowbound

SW 7004



Accessible Beige

SW 7036



Dover White

SW 6385



Wordly Gray

SW 7043



Tricorn Black

SW 6258



Mindful Gray

SW 7016



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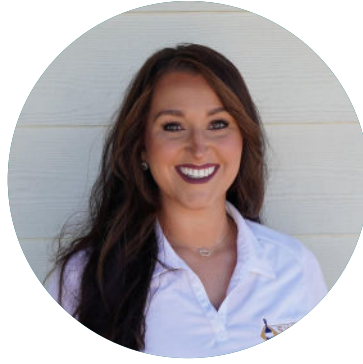
MEET OUR TEAM

A LITTLE MORE ABOUT US

Swift Painting was established in 2016 during the great flood and was created with the intention of helping others in need. As time has gone on and as we have grown we realize just how many people truly need someone they can rely on. That's where we come in. We have systems, processes and procedures in place to ensure quality work is done and a quality experience is enjoyed by the client. We hope we are able to earn your business.



Matthew Johnson
ESTIMATOR



Mackenzie Watts
PROJECT COORDINATOR



Marley Johnson
OFFICE ADMINISTRATOR



Natalie Johnson
OFFICE ADMINISTRATOR



Caleb Raborn
PROJECT MANAGER



Douglas Martinez
CREW LEADER



Carlos Montoya
CREW LEADER



Sam Graves
CREW LEADER



Kevin Reed
CREW LEADER

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FREQUENTLY ASKED QUESTIONS

Q: Is Swift Painting fully Licensed and Insured?

A: Yes! We are a licensed home improvement contracting company in the state of Louisiana. We have both Workmen's Comp and General Liability insurance with the LWCC.

Q: What can we expect as far as quality of the work?

A: We let our past customer reviews and pictures of our work speak for themselves. (So, yes....Very high quality!)

Q: Does Swift Painting have employee painters or subcontractors?

A: We have a mixture of both! We only hire the best and most trusted painters we can find/employ.

Q: Can Swift Painting take on small exterior repairs?

A: Yes! As long as its nothing major or structural we can handle it.

Q: What prep work will be performed on our project/home?

A: All necessary and discussed prep work will be performed on your project. Each home and each job is different. We will ensure your project is prepped as much as needed.

Q: Do the crew members and painters of Hispanic descent speak English?

A: Yes, all of our crew leaders speak very good English. Most of our helpers/painters do speak English but not fluently. Your crew leader will handle all communications and issues during the project should they arise.

Q: How long will our project take?

A: Each project is different so it really does depend. But for your typical interior and exterior project you can expect it to take about a week or so.

Q: When it comes to scheduling my project, How far out is Swift Painting booked?

A: Usually we are only a few weeks out in our job schedule, rarely are we booked out for months in advance. We have multiple crews and we work very efficiently and quickly.

Q: Does Swift Painting offer financing?

A: Not yet! But ask just in case that has changed.

Q: Does Swift Painting require a deposit upfront?

A: Yes, 35% to be exact. But if your project is 60 days or more out and you accept Swift Painting's proposal we do not require a deposit that far in advance.

Q: What type/brand of paint does Swift Painting use?

A: Sherwin Williams (We only use top quality homeowner grade paint and paint products)

Q: How many people will be in/on the house working during the project?

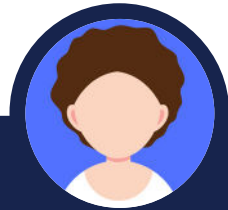
A: Most of our crews consist of 3-4 painters including our main crew leader who will run the project start to finish.

Q: What if something goes wrong?

A: What happens when a project does not go according to plan? Here at Swift Painting, we want to do a great job, and we strive to give our customers an amazing experience with us. But, there are times when things go wrong or there is a miscommunication somehow. We do all that we possibly can to avoid all of this. You as the customer have nothing to worry about because we will correct and be on top of anything that goes south.

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REVIEWS



BRANDON B.



I have used various painters before, but these guys are the best!

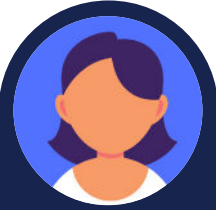
- Attention to detail
- Professional
- Trustworthy
- Great communication



LAURA BROWN

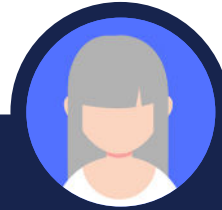


Wonderful job! They got it done fast and for a great price.
Very professional and easy to work with.



CHAD KANNADY ★★★★★

Matthew with Swift painting made the whole project, from start to finish, a very smooth process. He was always quick to respond to my messages and would always give his honest opinion on if I should paint something. He could have easily said yes to make an easy dollar. He's a very trustworthy individual. His painters are very professional and hard working. I would highly recommend swift painting and will use them again for another project I have in mind.



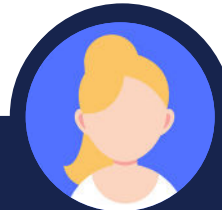
JAN SYLVESTER ★★★★★

Swift Painting was a pleasure to work with. The work turned out beautifully, and everyone I met was professional and so helpful! My house has never looked better!



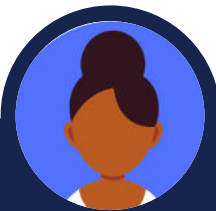
NATALIE ENGLER ★★★★★

I had a great experience with Swift Painting LLC. Matthew was very responsive to my calls and texts, as well as very helpful at explaining exactly what needed to happen at every stage in the planning and execution. The end result was great!



KAY BERGERON ★★★★★

Swift Painting did a great job with my project. They made sure I was completely happy with everything. I'm very pleased with the outcome. I will definitely use them again for any future projects. Thanks Swift Painting!



ELISE RIGBY ★★★★★

Swift Painting was on point! They went above and beyond to protect our home and got the job done so quickly, thoroughly and with a great attitude! Can't wait for them to come paint our exterior next.

CONTACT US TODAY



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