



Frequently Asked Questions

How long have you been in business? Slocum painting has been proudly serving the Richmond areas for over 15 years because our past customers continue to come back again and again.

How do you hire and evaluate your painters? We are very selective in hiring our painters and administer a criminal background check for every painter. Most of our painters, especially our crew leaders, have been with us for years. I trust them in the homes of my own friends and relatives.

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 must 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 guarantee do you offer? We offer a one-year guarantee on all projects. So, if you notice an issue – small or large – please call our office. We strive to create “customers for life,” so the fact is you can call us any time after your project has been completed!

What type of paint do you recommend? We use Sherwin Williams paints 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 Sherwin Williams paints 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.

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

Can you provide references? Sure thing! In fact, in this envelope, you'll find a few already! Plus, we leave behind a "project book" for you to view while we are completing your project proposal on-site in our company vehicle.

When do you take payment? We take a 50% deposit on the first day of work but do not accept final payment until you are 100% satisfied with your project!