

WHAT TO EXPECT

WHEN
WORKING WITH



Southwest
Exteriors

A GUIDE TO...

- Scheduling a consultation
- Consultations
- What to prepare
- Installation
- And more!

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Working with Southwest Exteriors

Southwest Exteriors has been serving the home remodeling needs of the San Antonio area since 1989. **We are a remodeling company specializing in custom window, siding, and door replacements as well as concrete coatings and exterior painting.**

At Southwest Exteriors, we understand the frustrations that can mount while searching for quality exterior remodeling solutions and reliable technicians to install them.

We're here to help you determine and address your project priorities, create a

customized solution around them, and transform your home to give it the look you love coming home to.

We work to serve you and your needs and will always put you first. **When you work with Southwest Exteriors, you're in for a lifelong relationship.**

Our core values are love and excellence, so we strive to deliver the ultimate client experience on every project with the best products, craftsmanship, experience, and warranty protections.

Love & Excellence

"Love is genuinely and sacrificially caring for all people."

"Excellence is exceptional people and craftsmanship that consistently exceed expectations."

The Four C's

Every step of the process for your project is filtered through the Four C's to provide you with the best possible experience we can deliver.

Compassion
Communication
Craftsmanship
Cleanliness

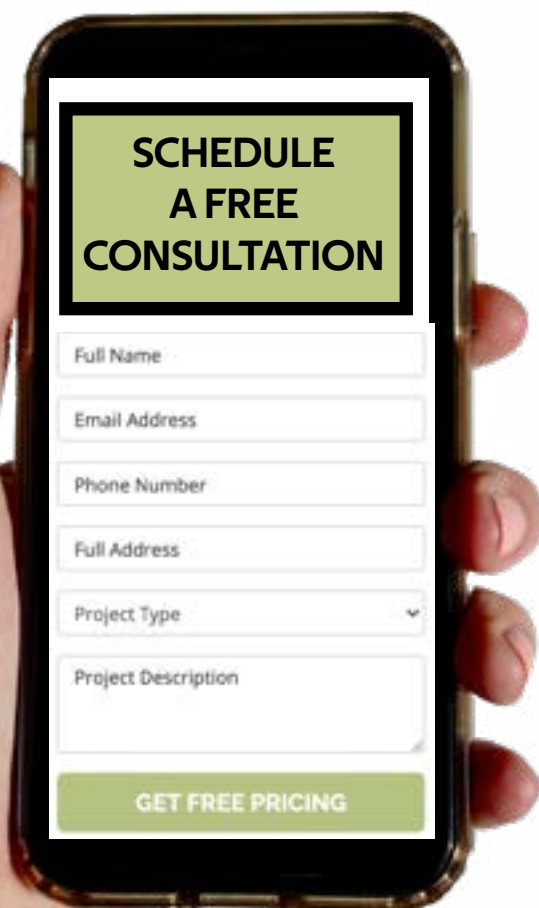
"Transforming lives by transforming homes for the glory of God"

Scheduling a consultation

After calling the number on our website, a representative will greet you and ask how we can serve you by discussing what service or services you are looking for such as a window, siding, or door replacement, exterior paint job, or concrete coating.

If you fill out the form on our webpage, you will be called within five minutes and follow-up with a text to discuss your project.

During this call, we will identify your needs and what you are looking for. We want you to know exactly what to expect when scheduling a consultation, so we'll outline the top two priorities.



**SCHEDULE
A FREE
CONSULTATION**

Full Name

Email Address

Phone Number

Full Address

Project Type

Project Description

GET FREE PRICING

1

Because of the in-depth information we will share with you, we ask that you allow 60-90


minutes of your time for your consultation. However, the consultation may take more or less than this time. We want to ensure that you are fully educated on our company, products, and installation, and we want plenty of time to answer any questions you have.

2

We ask that all homeowners or decision makers be present during the consultation

seeing there are many options and styles to choose from. We want to ensure that all questions can be thoroughly answered in order to present an exact quote for your project.

Once we have confirmed that you would like to schedule a consultation with us, we will provide the soonest availability of our design consultants and schedule your appointment at your convenience.



What to expect... **DURING YOUR CONSULTATION**

Each consultation, from windows, to siding, to concrete coatings, are unique in their own little way. However, they all follow the similar agenda which we will outline here.

1. We'll establish the agenda and identify your needs and goals

The first step during a consultation is to outline what will happen during the consultation so you know where we are headed. Then, we want to identify your problem and needs for your project to get a better understanding of how we can help you.

Our number one goal is to educate you on all your options and understand what goes into a siding replacement so that you can make the best decision for you, whether that includes Southwest Exteriors or not.

2. We'll assess the project area

Once we have identified your problem and needs for your project, we will take a walk around the entire project area to get a better look. Looking through a professional eye, we may identify problem areas you may not have noticed.

During this time, we'll also take measurements of the project area so later we can present you with an exact price.

3. We'll sit down and get into all the details

We have an understanding on the surface of what you are looking to get from your project and the issues you have been facing, so now we dig a little deeper to better understand how we can best help you.

We will also educate you on all the products that we offer for all aspects of your project, our installation process, and answer any questions you

may have.

From here, you'll get an idea of what styles, colors, and other design options you want for your project.

We want to get down to all your wants and goals for your project to then provide you with the best recommendation possible. We know that this is your project and your project only, and we do not pressure you into one product or another. However, we like to provide our opinion through a professional eye and want to be as helpful as possible.

4. We'll go over the warranty

An important part of your project is the warranty. No matter what contractor you choose, knowing what warranty they offer can be a make or break deal.

Southwest Exteriors offers a lifetime warranty for your project. This means that if anything breaks or stops working properly, the cost of the installation, labor, and product is covered under your warranty for the lifetime of your home. Each manufacturer also comes with their own product warranty.

5. We'll present you with an exact price

Now that we've covered everything that has to do with your project, we'll present you with the exact price of your project. The price presented at this time will be good for seven days following your consultation. After that, your retail price will still be valid and will not change for 30 days.

VIRTUAL CONSULTATIONS

Virtual consultations are available via Zoom for your comfort and safety. The agenda for virtual consultations is the same for in-person consultations, however, there are some steps you must take beforehand.

Once your appointment is set, an email will be sent to you with a link to instructions on how to use the HOVER app for your windows or siding project.

The app allows you to take multiple pictures around your home to create a 360° interactive photo for design consultants to use.

We ask that you upload your photos as soon as possible, or at least 24-48 hours before your consultation.

For concrete coating and door replacement consultations, the HOVER app is not needed.

All you need is a tape measure to measure the square footage of the concrete area, and you will send the measurements before your consultation.



WHAT TO PREPARE before your consultation

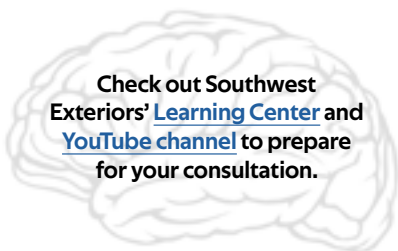
1. Know what you are wanting and what your goals for your project are

The best thing you can do to prepare for your consultation is research different styles of the product you are looking for so you can go into your consultation knowing what you like.

Pinterest is a great resource to find inspiration for what you like. Driving around your neighborhood is another tactic many homeowners use to see what they like and what they don't like when it comes to windows, doors, siding, and concrete coatings.

Knowing what you are looking for ahead of time will help save time for you during the consultation.

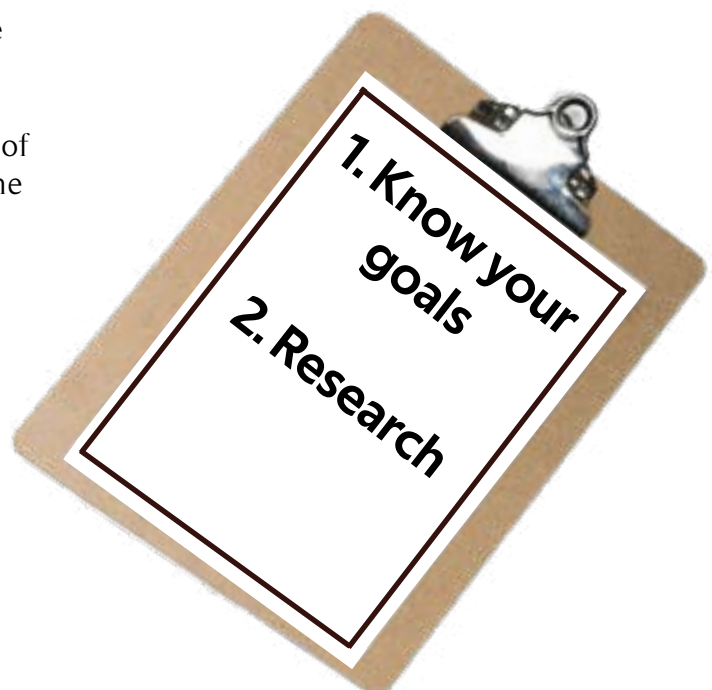
Check out Southwest Exteriors' [Learning Center](#) and [YouTube channel](#) to prepare for your consultation.



2. Research the company and prepare questions ahead of time

Researching and preparing questions ahead of time is another important element when preparing for your consultation.

Knowing what should be included in the installation and warranty is your best defense mechanism to avoid getting blindsided by a faulty contractor.



Once you've got a quote...

You've come to the end of your consultation with a design consultant, and it's time to talk price.

With Southwest Exteriors, we want you to be comfortable and confident in committing to your project. We never want the cost to be the only thing getting in your way to your dream project. We offer [four different payment options](#), from cash payment to zero and low-interest monthly payment plans.

While we will inform you of all these options during your consultation, it's understandable that you may need some more time to think about it.

Here's what to expect after you've received a quote for your project and the steps necessary in order to start your project.

After your consultation

You'll receive a project proposal from your design consultant within 24 hours of your consultation. This proposal will include the scope of the project, all details discussed during the consultation as far as the design and customizations you've chosen for your project, anything that is strictly excluded, and a clear price. There will be prices offered if you choose a 0% interest payment plan, low-interest plan, or pay cash. **This proposal will be good for seven days.** When you decide you are ready to take the next step, just contact your design consultant and they will walk you through what's next.

First, we'll go over the paperwork with you

This can be done remotely via Zoom or over the phone.

For a single-scope project, meaning just one type of renovation like windows or doors, it will take 8-10 minutes to complete.

For a multi-scope project, meaning if you were to do windows and door replacements at the same time, for example, it will take 10-15 minutes. This is because there is more information regarding your multiple projects that must be covered.

You will receive copies of all paperwork that we go over and that you have signed.

Then, we'll collect a deposit

Once the paperwork regarding your project has been signed, we will then collect a deposit and get you approved for your monthly payment plan if you decide to choose one of those options.

A 50% deposit for window and door replacements is collected as well as custom Penntek concrete coating. We require a 25% deposit for siding projects.

Approval for financing will only take 8-10 minutes. We do not require an appraisal or inspection which is why we are able to get you approved so quickly.

Lastly, we'll schedule a technical measurement or PPC

The final step is to schedule a technical measurement for window and door replacements, a pre-construction conference (PCC) for siding replacements, or pre-coating conference (PCC) for exterior painting projects.

For a PCC, you will get a call from the office to schedule an appointment time at your earliest convenience.

What to expect.... FROM YOUR INSTALLATION



The most exciting part of your project has come, but it can be a little nerve-racking if you don't know what to expect. Now we will outline the installation process so you know what to expect that day.

While each project has its own specifics when it comes to the actual installation, the overarching processes Southwest Exteriors follows is the same across all projects.

1. Crew arrival

The morning of your installation, you will receive a call or text from the crew leader letting you know they are on the way with an ETA.

Once the crew arrives, they will introduce themselves to you and talk with you through the project. They will show you the product to ensure that it is correct. **If anything is not correct, then a project manager will be contacted immediately to get the proper product in order, though this rarely happens.**

Tarps will be put down around the project area to keep your space as clean as possible. They will also be placed anywhere installers will walk, and they will wear booties anytime when inside your home.

2. Removal of the existing product

The first step to replacing your window, siding, door, or concrete coating is to remove the existing product. No matter the product, this is done extremely carefully to avoid possibly damaging the surrounding area.

During the demolition process, there is a lot of debris that falls around the area. **The installation crew will continuously clean the area, vacuuming up all debris and taking trash out to the dumpster throughout the process.** This ensures a clean workspace and helps to ensure your home will be left spotless once the job is complete.

3. Prepping the area

Once the old product is removed, there is typically some prepwork that needs to be done before putting the new product down.

For example, some concrete coatings require a moisture barrier to be put down before the actual coating. For siding, a layer of substrate must be placed underneath the

actual siding. Again, the installation of each project is unique.

4. Installing the new product

The main event of the project is to now install your new product. This part will take up the majority of the project time.

With Southwest Exteriors, it's important to know that you will not be getting the fastest installation possible. We like to take our time because we know it makes a difference.

The little details that go into any installation go a long way, and we want to provide the highest quality installation and service for you. We filter everything through our four c's: compassion, cleanliness, craftsmanship, and communication. We strive to always treat you with compassion and care and pride ourselves in the craftsmanship of our work to give you the best project possible.

5. Finishing touches and details

Once the new product is in place, the final step is to put the finishing touches on. Finishing touches typically consists of caulking and painting for window, siding, and door replacements though can be considered the top coat and final grind for concrete coating.

After the finishing touches are complete, the crew leader will walk you through your completed project and show you how to operate any hardware. Now, you can enjoy your new home improvement!

6. Once your project is finished

Once the project is completely finished, Michele will reach out to talk with you about your experience and ask if you would like to leave a Google review for Southwest Exteriors. Your honest review helps future clients learn more about our company and helps them get a feel for the job we will perform.

As mentioned before, if anything breaks, does not set properly, or goes wrong with your new product as long as you have them, you can contact us at any time and we will fix it for you. This will be covered in your lifetime warranty.

Now you know the six steps to the Southwest Exteriors installation process, you can feel more comfortable going into your project.



WHAT TO PREPARE

before installation day

Once you have committed to your project, we'll schedule a date at your earliest convenience for a technical measurement, pre-construction conference, or pre-coating conference where one of our project managers will come to your home, measure the project area, and go over the details of your project with you.

You will be given a checklist that goes over anything to prepare before the actual installation.

For door, window, siding replacements, and exterior painting projects

1. Check with your homeowner's association if necessary

If your homeowner's association requires prior approval for any home remodeling project, you must check with them to approve the project.

2. Move any furniture away from the project area

If any outdoor or indoor furniture obstructs the door's movement or comes close to the perimeter, we ask that you move it all away from the door to ensure there is plenty of workspace and nothing gets damaged.

3. Remove all decorative items on walls away from the door

When working on and around walls, sometimes the construction can cause movement in the walls nearby. We do not want any decorative items or picture frames to fall and break during construction.

4. Trim all shrubs and bushes around windows

This makes it easier for the crew to install your windows, siding, or door and ensure the job is done as neatly and efficiently as possible. If you do not trim any plants surrounding the window, we will have to and do not want to cause dissatisfaction with our branch trimming abilities.

5. Remove all blinds, curtains, drapes, window treatments, etc.

Anything obstructing access to the window or door will have to be removed. If you do not remove them yourself, we will remove them and cannot be held reliable if anything were to break.

6. Contact your alarm company

If you have an alarm on your door or windows, we will have to remove it during the installation. With generic magnetic alarms and most camera-connected alarms, we can reconnect and test it for you once the replacement is finished.

7. Ensure all pets and young children avoid the work area

The installation crew will be working with tools and materials that can be dangerous when tampered with. We ask that all pets be secured and young children avoid the work area during construction to avoid any accidents.





For concrete coatings

There is much less prep work required before your concrete coating project.

The biggest thing to prepare before installation day is to clear the entire area. We ask that you do this before the coating day.

It is extremely important that if the concrete to be coated is outside you turn off your sprinkler system. Along with this, do not pressure wash your concrete before coating day.

Adding water to the concrete can delay your project if the moisture content is too high.

Click each category to read more about the specific installation processes here!

[Windows](#)
[Doors](#)
[Siding](#)
[Concrete Coating](#)
[Exterior Painting](#)

Once your project is complete...

A final walk-through and trash check will be done to ensure everything is correct and nothing has been left behind.

The crew will walk with you again

through the project and show you how to operate all windows or doors and answer any questions or concerns you may have.

We will also go over your warranty with you. **Southwest Exteriors warranty ensures that if anything breaks* or does not function properly, it is covered for the entirety of your life in your home, no matter if you are there for five or 50 years.**

When you work with us, we build a relationship for life. If anything does happen to break or go wrong with your project, we will do everything we can to make it right.

If the project will take more than one day, they will walk you through what was finished that day, the plan for the next day and the rest of the project, and exactly what time they will be back the next day.

Our Client Experience Champion will reach out to talk with you later about your experience and ask if you would like to leave a Google review for Southwest Exteriors.

Your honest review helps future clients learn more about our company and helps them get a feel for the job we will perform.

As mentioned before, if anything breaks*, does not set properly, or goes wrong with your windows as long as you have them, you can contact us at any time and we will fix it for you. This will be covered in your lifetime warranty.

*Breakage does not include glass in windows or doors.

ARE YOU READY FOR YOUR NEXT HOME IMPROVEMENT PROJECT?

Check out Southwest Exteriors' [Learning Center](#) and [YouTube channel](#) to continue your research and be prepared for your project.