

WHAT TO EXPECT BEFORE, DURING AND AFTER YOUR FLOORING PROJECT

1) You will need to choose the stain color of your newly refinished wood floor. Please go to duraeal.com to view color samples. You may pick 3 colors. The crew will show you samples of those 3 colors. You will need to pick one before noon of the first day of the refinishing process.

2) Provide us access to your home when we arrive. A code or lockbox works best as we are not responsible for lost or misplaced keys. Please make sure you have a 2nd set of keys to avoid being locked out of your home.

3) Move all furniture and appliances off floor to be refinished. We do not do any moving.

4) Be prepared for some disruption. You will have both noise and dust. You are responsible for putting plastic up where dust can get into other rooms. Some cleaning will be necessary when the project is completed.

5) We try to stick closely to schedules for starting and completing jobs. However, we cannot guarantee start/finish times. Please be patient if we need to adjust the schedule.

6) **Please Note:** No floor installation or sanding can be perfect. Wood is a natural material. It will have different colors and imperfections. Sometimes sanding your floors will open new imperfections. Windshake may appear....where the grain separates from the rest of the board. My Affordable Floors is not responsible for those repairs. **Flooring inspectors recommend inspecting the new floor/refinished floor from a standing position in normal lighting to identify irregularities. Some irregularities in the floor or imperfections in the finish can exist and still be deemed acceptable.**

7) Trim, shoe molding, reducers, thresholds, etc... are installed for an additional cost. If you do not see them on your estimate and would like them added...please call our office before we start working on your job.

8) New flooring or staircase parts will not fit/match perfectly without cracks and imperfections.

9) When we sand your floors/stairs... it is possible that our sanding and finishing equipment may touch surrounding walls, trim, and flooring. My Affordable Floors does not accept any liability for this damage. The homeowner is responsible to protect and repair any of this damage.

10) We will fill most of the nail holes with wood filler. Sometimes the wood filler comes out during the sanding process. The homeowner is responsible for filling those holes after the project is completed. Dark circle from the previous nail can turn nail holes black or gray over time. Those dark stains cannot be sanded out.

11) If you have stains in your floor from pet urine, plants, etc... these stains may not be able to be sanded out completely. They may turn black when refinished. This is

not reflection of the quality of the sanding job. If you would like to have these boards replaced for an additional charge....please let our office know via email before we finish sanding the floor. The new boards will generally match reasonably well.. but the My Affordable Floors Inc. cannot guarantee that they will match perfectly.

12) We cannot be held responsible for nails, staples, screws, saw cuts, etc. that would damage wiring, plumbing, etc. that is hidden from view.

13) Be sure that your heat/A/C is working. Too much or little of humidity can affect your flooring. You are responsible to keep the correct levels in your home. My Affordable Floors is not liable for issues resulting from moisture such as expansion, cupping, or gapping

Dry Times:

- **Oil Base Finish**
 - Walk on in 12 hrs
 - Move back in 72hrs
 - Rugs replaced in 30 days
- **Water base Finish**
 - Walk on in 5hrs
 - Move back in in 48hrs
 - Rugs replaced in 7days

We always welcome and value your feedback. Please email the owner any concerns that you feel need to be addressed. This must be done 90 days prior to any negative feedback being left at public areas, websites, or forums. We will work hard to rectify any negligence on our part.

*Your **final payment is due immediately upon completion of the final coat. If your down payment was paid by credit card...we will charge the final amount due to that card unless other arrangements were made.** If repairs are needed after the floor is completed...you can be confident that we will schedule the repairs to be completed in a timely manner. You may not withhold more than 5% (not to exceed \$250.00) from the final payment for these repairs. Once the repairs are completed, the money withheld must be paid immediately upon completion of repair. If this payment schedule isn't followed, late charges may be applied at the rate of 1% per month. We reserve the right to file a lien on the property if the invoice is not paid in full accordance with these terms.*

If you have any questions or concerns regarding these terms....Please call us to discuss prior to giving a deposit. This helps us to handle any problems that may come while completing your project. If we don't receive communication regarding these terms...we assume that you are accepting them as stated.

WE APPRECIATE YOUR BUSINESS!!