



Dear Customer,

Below is some information that will explain a few things to you about the way we operate and in turn will help us to better serve you.

#### **Wood**

Most people are used to seeing either pine or oak floors. We can not only provide a variety of oak and pine flooring but we can also get numerous other species of wood, both domestic and exotic. If you need information on a specific type or grade of flooring, just let us know.

#### **Scheduling**

When accepting our proposal, please sign both pages of the contract and return one copy. Also, call as soon as possible to schedule a date to have your work done so that we can accommodate your schedule as much as possible. Please keep in mind that sanding & finishing is a 3-5 day process for most jobs. The stain and each of the 3 coats of finish have to dry overnight before we can apply the next coat. You will not be able to walk on the floors during this time. The schedule for install jobs is detailed below.

#### **Acclimation**

One of the most common issues that owners of hardwood floors face is moisture. We live in a very humid climate, so the issue of moisture must be taken seriously. When you have a job that requires installation of raw wood or solid prefinished wood, it is important that the wood acclimates to the normal living conditions of your house before we put it down. Basically, what this means is that we have to let the wood sit in your house to either absorb moisture or loose moisture. This process takes about 1 week depending on the type of flooring you are getting. After the wood is installed, it needs to acclimate for 1 more week before we sand and finish it. In some cases, presealed wood may be used eliminating some of this acclimation time. Wood is a natural product, and even after acclimation, it will move some. The wider the boards the more movement you will notice. Wood will absorb moisture in the summer months during high humidity & rain (which can cause slight cupping), and lose moisture leaving small gaps between the boards during the winter when heaters and fireplaces are in use. Floors usually require several cycles of the seasons before being fully acclimated to the unique environment of your house. Maintaining a consistent humidity level in your home is recommended. Humidifiers and dehumidifiers may be helpful in some situations. New wood will react differently to humidity than older floors that have been in the house for several seasons. Please be aware that engineered flooring and even non-wood flooring products such as laminate & luxury vinyl plank flooring, will need to acclimate in your house for a few days before being installed. Please refer to the manufactures instructions for your specific product.

#### **Job Site Conditions**

There are some very important (actually they're all important) job site issues that have to be addressed before any wood floor can be installed. If you choose not to follow these recommendations, we cannot be held responsible, especially when it comes to floor movement, ie. cupping and cracks (some of which are seasonal and unavoidable anyway).

1. The building or house must be fully enclosed. All windows and doors must be installed, sheet rock and mudding finished, painting, masonry and tile work should also be done.
2. A 6 mil poly film should be installed in the crawl space under the house as a vapor barrier at least 1 -2 months before the flooring is delivered.
3. Crawl space must be vented around the house to allow for proper air circulation. Fans may be needed to prevent excessive moisture.
4. Rooms where wood is to be installed should be maintained at the temperature in which you plan to live.
5. The sub floor should be a minimum of 5/8" plywood when installing solid 3/4" wood flooring with 3/4" + the preferred sub floor thickness. Any sub floor less than 3/4" will require us to install the floors perpendicular to the joists. Please keep in mind that particle board is not a recommended underlayment for any floor covering (except carpet).
6. Please remove all furniture, wall, and window hangings from the rooms in which we will be working. If you need help moving the furniture, please let us know ahead of time so we can include that in your proposal. We can remove items such as toilets, certain appliances, etc. but you may need to have a plumber reinstall them. We only reinstall the items we remove, not new ones.
7. We will need access to a 220 power outlet (i.e. dryer or stove outlet) for all sanding jobs. In some cases, a job may require us to access to the circuit breaker box for power. Please let us know where it is when we come to do your job.

There may be some other job site requirements not listed here depending on the special issues related to your job. We try to go over everything at the time of the estimate, but some things may not be known until we actually start working on the job. If we run into anything unusual, we will notify you immediately.

One problem we've been seeing a lot of lately is dead air under houses. Many homes have ductwork running beneath the house and because of the size of the ducts, air tends to get trapped and does not circulate well. Without proper circulation, condensation can accumulate on the ductwork and on the underside of the insulation resulting in excessive moisture. To solve this problem, some people are now installing fans at the crawl space's opening and/or in the vent holes to help with ventilation. This works very well.

#### **Stain Colors**

We use Minwax or Dura Seal penetrating oil-based stains. These stains penetrate the wood really well and have a solid content that will, we feel, out-last other stains. If you have a particular color and brand you really like, we will use that stain but cannot guarantee its

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performance or compatibility with our finish. We can usually match existing stain colors pretty well. We cannot, however, guarantee an exact match due to the sanding practices of other floor companies, discoloration associated with time, and general wear of the floors. Once a stain color is chosen and applied to the floor, it is difficult to re-stain without re-sanding the floors. It's VERY important to get it right the first time. If the homeowner has approved the color, re-sanding will be at the owner's expense.

### **Finishes**

We use commercial-grade polyurethane finishes. Typically we apply a semi-gloss sheen but you can also get high gloss or satin finish. Because we offer three coats with each job, your floor will last years if properly maintained. We can also use water-based finishes for those who need a quick dry time or less odor, however, the cost is higher and has a different final appearance than oil based finishes. One other thing to keep in mind is that if we are just top-coating your floor, we cannot guarantee that our finish will adhere to your floor. We don't usually know what has been done to the floors in the past, and what contaminants may be present, so even when we clean and lightly screen the floor to improve adhesion, there is still a small risk of the new finish not adhering properly. Even if we do a test spot first, top coats can not be guaranteed.

### **Payment**

We do not require any deposits or up-front money to schedule your job. Not until we actually start working or deliver wood, do we ask for a payment. Each job is a little different, so the payment plan for your job is detailed on your proposal/contract. Normally, the way we receive payment for refinish jobs is 50% upon commencement and 50% at completion of the job. For jobs where we supply and install raw wood, we ask for 45% upon delivery of wood, 25% upon completion of installation and 30% upon completion of sanding & finishing of the job. When we install homeowner supplied prefinished flooring or just top coat the floors, we collect 100% @ completion. If the prefinished install job is more than 500 sqft., we will usually split it into 2 payments. Sometimes it becomes necessary to set up a payment schedule i.e.: if the job is split into sections, if you need to hold off on the last coat of finish until other work is completed, if a job will take longer than expected due to unforeseen problems, or if the job will last longer than one week. We accept cash or checks. The charge for returned (NSF) checks is \$35.00.

### **Other Services**

We want to do more than just install and finish floors. Please let us know if you would like a price on any of the following: new base shoe molding (we stain and finish it to match your floor unless otherwise stated on your proposal), help with moving large pieces furniture (no electronics or pianos and please have all of the smaller items out, china cabinets empty, and unhook any electronics), tearing out carpet, particle board, plywood, etc., &/or installing new plywood. When we refinish stairs, we only sand & finish the treads. We don't do the handrails, skirts, pickets, risers, or other stair case parts. If we are asked to stain & finish any of these parts, they will be specifically listed on your proposal. Since many of the above items are not needed on every job, we price them separately.

### **Problems/Issues**

We never have problems! No, just kidding. As with any type of remodeling work, there is always the possibility of something going wrong. As a forewarning, we like to let our customers know that when we're installing, doing tear out, or sanding we may occasionally bump into and/or scratch off some paint on the baseboards, walls, door casing, stair case risers, skirts, or pickets. We are often confined to tight spaces and have to work with awkward equipment. Also, especially with tear out, the height of the new floor may be different than the old and you will need to repaint/touch-up these exposed areas as well as those stated above. Rest assured, New World Floors is fully insured, bonded, and licensed in the unlikely event that something major was to happen. We try to minimize the light covering of dust that can occur when sanding the floor by hanging plastic around our work area, using dust collection bags on our equipment, and venting airborne dust outside. Please be aware that pet stains, water discoloration, and shadows from area rugs, etc, may not sand out. These areas can be torn out and replaced with new wood or the floors can be stained a darker shade to help blend in the discolored areas.

### **Care of Floors**

To care for your new wood floors, use a soft bristle broom to sweep the floors or you can vacuum them with a broom vac. For polyurethane floors, it is handy to keep a solution of vinegar and water (¼ cup to 1 quart) in a spray bottle to mist on the floors when dust mopping. When your floors need a deep cleaning, we recommend using 1 cup of white distilled vinegar to 1 gallon of warm water. Wring your mop out very well so that it is barely damp and then use a towel or dry dust mop to wipe up any excess water when you have finished mopping. **It is important that you wait at least 1 week before putting any moisture on your newly finished hardwood floors.** They need this extra time to cure out. Please do not use any other household cleaning, wax products, or anything that says restorer, shine, or polish on your hardwood floors. Be cautious of over spray from furniture polish, stainless steel cleaner, or other cleaning products. They may leave a residue on your floors that can make your floors slippery or could prevent the floors from being re-coated with finish later. We also recommend using felt floor protectors on the bottom of **all** of your furniture. Clean the felt pads with an old toothbrush to remove dirt, grit, or pet hair that may get trapped in the pad and scratch your floors. Please wait at least 48 hours after the last coat of finish has been applied before putting any furniture back on your floors. It is a good idea to put a small rug (avoid those with solid rubber backings) at each entrance to your house to catch dirt. If you decide to use an area rug, please wait at least 1 week after the last coat of finish is done before laying it on you floors and be aware that some area rug pads can leave a residue/imprint on the floor. To help minimize this, we recommend using a natural fiber rug and **no** solid pad. Something around the edges to keep the rug from slipping is usually adequate. Area rugs may cause color differences in the floor due to differences in light exposure. High heels, cleats & rolling heavy objects (like fridges & pianos) across the floors can dent the wood. Do not cover any floor vents with area rugs or furniture.

Please visit our web site at [www.newworldfloors.com](http://www.newworldfloors.com) for more details and to see pictures of some of our work. Thank you for giving us the opportunity to serve you!