



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, please give us a call. We always use 3/4" x 2-1/4" Select & Better Red Oak hardwood flooring unless otherwise stated on your proposal.

Scheduling

When accepting a bid, please sign both sides 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.

Our office hours are 8:00 am to 5:00 pm, Monday through Friday. As a rule, we try not to schedule work on the weekends, however, there are times when it is necessary to do so. We're willing to work with you if this need arises.

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 takes about 1 week. After the wood is installed, it needs to acclimate for 1 more week before we sand and finish it. In some cases, for 2-1/4", 3" & 3-1/4" widths of flooring, sealed wood may be used eliminating some of this acclimation time. Wood is a natural product, and even after acclimation, the wood 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 the heater and fireplace 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. Further information can be provided upon request.

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 is 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, and 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.
3. Crawl space must be vented around the house to allow for proper air circulation. Fans may be needed if excessive moisture is a problem.
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.
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, sinks, dishwashers, etc. but you may need to have a plumber reinstall them.
7. We will need 220 power outlet (i.e. dryer or stove outlet) for all sanding jobs.
8. In some cases a job may need access to the panel box for power. Please let us know where it is when we come to do your job. There may be some 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 vents to help with ventilation. This works very well.

Stain Colors

We use Minwax oil-based stains most often. These stains penetrate the wood really well and have a solid content that will out-last, we feel, other stains. If you have a particular color and brand you really like, we will use that stain but cannot guarantee its 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. They come in gloss, semi-gloss, and satin. 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 just a little bit higher. 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 contaminates 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 are not guaranteed.

Payment

We do not require any deposits or up-front money. Not until we actually start working or deliver wood, do we ask for a payment. Each job is a little different. Normally, the way we do our collection 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 50% upon delivery of wood, 20% upon completion of installation and 30% upon completion of sanding & finishing of the job. For prefinished installation jobs, we collect 70% @ delivery of wood and 30% @ completion. Top coats of finish are billed 100% at completion. If for some reason this won't work for you, let us know and we'll be glad to work with you on a payment schedule. 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. There is a \$35.00 return check fee. We can accept a credit card for a 2.5% charge.

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 little items out, china cabinets empty, etc of any furniture that we are moving), tearing out carpet, particle board, plywood, etc. When we refinish stairs, we only sand & finish the treads. We don't do the handrails, skirts, pickets or other stair case parts. We can sometimes stain & finish the risers but they will be specifically stated on your proposal. Since these items are not needed on every job, we price them separately. We also carry top-of-the-line felt-pad floor-protectors for your furniture and certain other floor-care products.

Problems

We never have problems! No, just kidding. As with any type of construction 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 or sanding we may occasionally bump into and/or scratch off some paint on the baseboards/walls. We are often confined to tight spaces and have to work with awkward equipment. It's always good to have a little touch-up paint handy. 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 work areas, 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 it blend in with 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 and pick up dirt when dust mopping. When your floors need a good 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. We also carry Bona X floor cleaning products that work very well and will not leave a residue on your floor. **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 or wax products on your hardwood floors. They may leave a residue on your floors that can make your floors slippery or that would prevent the floors from being re coated with finish later.

We also recommend using felt floor protectors on the bottom of your furniture. Please wait about 48 hours after the last coat of finish is done before putting any furniture back on your floors. We carry Safeglide floor protectors, which tap into the bottom of wooden chair legs and other wooden furniture, and self-adhesive felt pads for furniture that is not moved very often. Clean the felt pads with an old toothbrush about once a month to remove dirt, grit, or pet hair that may get trapped in the pad and scratch 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 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. Also, be aware that area rugs may cause color differences in the floor due to differences in light exposure. Moving them around can help to minimize this problem. High heels, cleats & rolling heavy objects (like fridges & pianos) across the floors can dent the wood.

We will be glad to provide you with references upon request.

Please visit our web site at www.newworldfloors.com

Member of The National Wood Flooring Association