

Precision Floors & Décor – What to Expect

Thank you for inviting us to supply and install your new floor! We promise to do our best to give you a new floor that you are thrilled with and proud to show off to your friends and neighbors. Of course, you may be nervous about disruption or mess that you are imagining might occur during installation, so please review our installation “What to Expect” guidelines so that you know how we work. Precision Floors & Décor installers represent a significant portion of the customer satisfaction experience that we strive for, and we require them to provide you the best installation available anywhere.

Arriving:

- ⤴ Installers will arrive in a clean, organized vehicle.
- ⤴ You'll recognize our installers by their Precision Floor & Decor apparel.
- ⤴ Installers want to make sure you are comfortable with them and will:
 - ⤴ Greet you.
 - ⤴ Introduce themselves.
 - ⤴ Explain the process so you know what to expect.
 - ⤴ Ask if you have any questions prior to starting .

While at the Job:

- ⤴ Because this is a construction project, dust will be generated! Yet, we demand cleanliness from installers, so you can anticipate that they will clean as they go along in the installation, keep dust to a minimum and vacuum regularly and thoroughly, especially at the end of your installation.
- ⤴ Our installers are taught to be cautious of walls when carrying any new products, tools or removed products in the home. In the rare event that a wall or door is damaged during installation, we will repair or replace it at our expense.
- ⤴ Occasionally, new floors require that doors be modified for clearance. In the event a door needs to be trimmed, we will charge an additional \$25 per door.
- ⤴ If you are present during installation, installers will notify if they have to leave and when they'll return
- ⤴ We limit phone calls, but if a call is required, our installers will go outside.
- ⤴ Installers will not smoke in your home and will keep smoking breaks to a minimum.

Prior to Leaving:

- ⤴ All areas will be “move in ready”. You can anticipate not needing to do any cleaning prior to moving furniture or appliances back into room.
- ⤴ Our installers will remove all garbage from the job site. It is our responsibility to leave no trace of our work, other than your beautiful new floor.
- ⤴ You will be asked about your satisfaction with the job, and we will answer any questions you have prior to leaving.
- ⤴ Our installers can provide any maintenance information and advice (how long before you can walk on it, etc.) that you may need.
- ⤴ Payments are always due upon completion, and the installer will address final billing with you by presenting our invoice and collecting payment if not prepaid.

Finally, you should expect a warm sensation of pride and satisfaction to come over you when you stand on your new floor admiring the beauty and quality of your decorating choice from Precision Floors & Décor!