BULLDOG FLOORING, LLC
Trading as Columbia Floors, LLC

Thank you for choosing Columbia Floors!

Now That You Have Placed Your Order, Here Is What To Expect:

- Once we received your deposit, we will order the materials (if required)
  - If you do not need materials, we can get you scheduled as soon as we receive your deposit
- Once your materials arrive, we will call you to schedule the install
  - Please let us know when we call to schedule if there are any special instructions such as a lock box code, garage door code, front gate code, parking locations, etc.
  - *If you are in a condominium, please refer to the 'Condo Checklist', sent separately*
- We give a 2-3 hour window for the installers, depending on your location, typically they arrive between 8-10am or 8-11am

Prior To The Installation

- We do not disconnect stove gas lines or refrigerator water lines; however, we can move the stove and refrigerator once disconnected
- The installers only move the large pieces of furniture, you are responsible for moving any small items such as knickknacks, table lamps, pictures on the wall, etc.
  - You may leave items inside dresser drawers; they can move the drawers before moving the dresser
  - Please do not use the beds to stack belongs, also please remove bedding if we are installing in bedrooms, often the beds are turned on their sides during installation
  - Don't forget the closets
- If you are having **solid hardwood** floors installed prior to the sand and finish, we will need to deliver the materials at least one day before the project for the materials to acclimate
  - The materials need to be inside the house, the materials **CANNOT** be left in a garage, carport, or shed
- Dust, dust, dust! The installers will put up plastic to help prevent dust build up, here are a few extra things you can do to keep the dust down
  - Place a blanket over the air return
  - Cover décor, photos, furniture, and accessories in the parts of the house not being sanded
  - Cover any remaining upholstered furniture with sheets
  - Remove live and dried plants
  - Seal kitchen and other cabinet doors with painters' tape

Secure Your Fur Babies

- Make sure your pets are secure in a room or even have a neighbor pet sit for a while
    - The sound of a buzzsaw or nail gun can frighten them and cause anxiety
    - Keeping them away from installers and the prep area will help to ensure the job is done as quickly as possible without interruptions

Sand and Finish Day Has Arrived

- The balance is due on the **first day** of the project
- Please walk thru with the installer prior to the project beginning
- Please do a walk thru when the job is completed

After The Installation

- Do not move the furniture back for at least 5 days for oil-based stain (3 days for water based)
    - When you do move the furniture, do not drag, lift and place only
- Keep the house at normal room temperature for the finish to dry
    - Moisture will make the cure process take longer, please do not open windows
- Be aware that new wood being patched into an older floor may not match perfectly
    - The flooring will amber and patina; with time and variations it will blend and become less noticeable
- We would love to see pictures of your fur babies on your newly finished floors
    - We like to post pets on our social media
- We will email you a paid in full invoice after project is complete

Things To Keep In Mind

- We are using construction equipment
    - Fresh paint jobs may be nicked or scratched
    - Keep extra paint on hand for touch-ups