

7 Mistakes to Avoid when Hiring a Hardwood Flooring Contractor

A Special Report to help consumers hire a hardwood flooring contractor.



CITY FLOOR
— SUPPLY —

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Not requiring comparable estimates

Flooring contractors prepare and present their estimates in different ways which can make it hard to figure out whether you're getting the same thing from different contractors.

We suggest that you require all contractors to list all the steps they will perform to complete your job. Have them certify that they will use techniques and materials that conform to manufacturer's guidelines. Once you have comparable estimates, compare them and highlight any differences in procedure or materials. Ask the contractors you're considering why they included something that others didn't and ask those who didn't include it, why they left it out.

Never pay in full up front. Instead, make a deposit and set up a payment plan. Incorporate the payment plan into your contract. The average deposit is 30 % of the total cost and we recommend paying the next 30% when the materials are delivered to the jobsite and the final 40% when the job is completed.

Not checking references

A good hardwood flooring contractor will have a lot of happy customers who are willing to speak to you about the work completed by the contractor. Ask to speak to at least three customers. It's a good idea to speak to recent customers as well as customers from a year ago so you learn how well the floors have held up. We recommend that you ask to see pictures of completed jobs as well.

Not using a certified contractor

We recommend using a contractor who specializes in installing hardwood floors rather than a general contractor to ensure the job is done right. Ask if the contractor is a member of the National Wood Flooring Association (NWFA). The NWFA is dedicated to training and educating wood flooring professionals in the installation, sanding, finishing and sales of wood flooring products. Ask to see the contractor's membership card.

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Check the business insurance policy and business license of the hardwood floor contractors giving estimates

Remember that you get what you pay for. It's tempting to save money by purchasing and having wood flooring installed by a big box retailer. However, the results are not the same and it's hard to get help if there are problems after the job is completed. It's best to use a local contractor who will stand behind the work and be accountable.

Final Thoughts

These basic guidelines on what to avoid when hiring a hardwood flooring contractor are designed to help consumers select the best contractor for the job. If you have questions about something that was not addressed in this white paper, please feel free to contact **City Floor Supply** (1-800-737-1786) for more information.



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