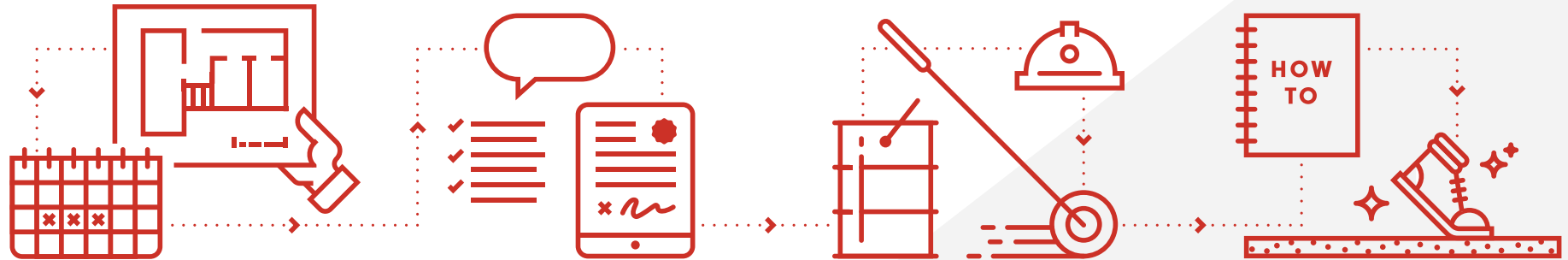


# Our Process: Making Tough Floors Easy



## Phase 1 Discovery & Planning

- Understand your performance, appearance, schedule and budget needs
- Collect and analyze the project data
- Discuss and recommend possible floor solutions
- Listen to your feedback and begin the proposal process

## Phase 2 Agreement & Scheduling

- Follow up within 48 hrs to answer questions and provide status on proposal
- Submit the electronic proposal covering your options within 1 week of our initial meeting
- Review the proposal and we'll confirm the scope
- Sign-off on contract

## Phase 3 Project Execution

- Meet your project manager over email and the project manager follows via phone within 48 hours
- Review your project schedule and scope
- Install floor mock up if needed
- Review pre-install checklist and make site preparations
- Install floor

## Phase 4 Project Completion

- Provide a detailed summary of work including photos, descriptions and care instructions
- Ask for your feedback and we hope by now we've earned your referral
- Discuss any future needs you may have