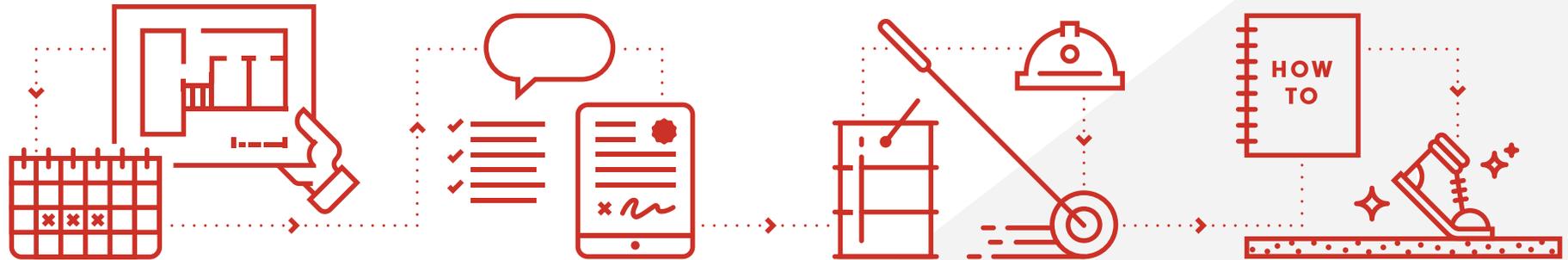


# Our Process: Making Tough Floors Easy



## Phase 1 In-House Visit & Proposal

- Treadwell will come to assess your space and walk through our specialized epoxy or polished concrete floor process.
- We'll go over square footage, color & texture, the condition of existing concrete, pricing and scheduling.
- We also take moisture readings at the proposed site, and take measures to protect your existing finishes and prevent dust.
- Before we leave we'll provide a proposal for you to review and sign-off.

## Phase 2 Agreement & Scheduling

- We're glad to help answer any questions or concerns you may have — just ask.
- We work with you to confirm access to the space, and schedule a guaranteed install date. Our guarantee means that we show up on the day we promised.
- ✓ Before we can get to work, we'll need to collect the signed proposal and a \$200 deposit from you.

## Phase 3 Project Execution

- 24 hours prior to install, we'll give you a call to confirm the appointment.
- ✓ We'll need your help to clear the install space before we begin.
- Time to install your new floor. A typical job takes around 2–4 days, depending on the flooring and existing conditions.
- Your floor will need about 24 hours to cure, and then it's ready to go.

## Phase 4 Project Completion

- We'll follow up to be sure you're satisfied with the result. We'd also like to hear any feedback you may have for us, and hope we've earned your referral.
- We'll provide you with warranty and care information.
- When things are wrapped up, we'll send you the invoice electronically.
- ✓ The final balance is payable by check or card upon completion.

✓ Note: List items with this red check mark are the responsibility of the homeowner.