

## HARDWOOD RESANDS and SANDING

Resand: Flaker boards in existing wood cannot be seen until during the sanding process when finish is added. The grain pops or flakes up. We will try to fix it with putty. If the board needs to be replaced, it will cost \$35 each board. If a flaker occurs in exotic woods such as Cherry, Maple, Hickory etc., it will cost \$65 a board, plus cost of wood we have to buy.

Initial \_\_\_\_\_

Resand: Small cracks in existing wood may not take filler. During the sanding process, the existing finish may not allow filler in the crack or our sanding machines may pull it out, therefore, some small cracks may still appear after process of a resand. **Note: Please read and sign Behavior of Wood Flooring.**

Initial \_\_\_\_\_

Resand: Any dark spots or rings in existing wood floors may not sand out, they will possibly clean up. However, if it is pet urine, any oils, latex, chemicals or water ring damage from plants, it may not disappear entirely.

Initial \_\_\_\_\_

Resand: Touch ups of all kinds- ie., grit in finish, dry spots, milky spots, cracks in 'new wood only', lines or applicator marks, small hairs, etc. will be taken care of and touched up. Touch up may have to be rescheduled due to prior schedule already in place. Every effort will be made to have all touch up work taken care of in 8 working days of receiving the request in writing. Our goal, if touch up is needed, is to meet that goal in one day. **Payment will not be held up due to touch up.** 90% of total must be paid if touch up has to be scheduled, due to New Horizons busy schedule or homeowners busy schedule, with remainder of 10% paid when touch up is complete. All such touch up is common to environment, and does not compromise integrity of your floors. Great care is always taken so that touch up is not necessary. Our first priority is to you, the customer. We ask that you work with us on touch ups, as we will surely work with you.

All minor grit in finish, due to the environment, will walk out. Your home acts as a vacuum when a door or window is opened and stirs up lint into the air. All excessive grit in finish has to be screened and coated at no cost to homeowner, provided homeowner is not the cause of excessive grit in finish. Again, we at New Horizons will work hand-in-hand with you, our valued customer, to your satisfaction.

Initial \_\_\_\_\_

Caring for your floors: Use Bonakemi's Microplus to clean and protect or clean with Dawn liquid soap and hot water. Do not over mop. Use felt pads under furniture legs and avoid sliding anything across floors. No rugs should be put back down for 2 weeks. It will take your finish 7 days to reach full hardness so be careful if you have dogs and furniture back on floors for 7 days. Don't use: Oil soaps, wax or other household chemicals or cleaners on polyurethane finished floors.

We use all satin finish polyurethane's. We will not use anything else unless requested. Note: We do not recommend semi-glosses or high-gloss. If you want this type of finish, please request gloss document to read and sign.

If we are staining your floors, we will provide a color swatch for you to select 3 colors. If we have to spend more time and stain color to find your desired color, please account for sander time and pay him directly for his hours spent. Note: You select color. Once it is down, that is your color. No free resands to change color so please be sure. If you are staining your floors, request a stain document.

Customer Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

