

To help ensure your installation goes according to plan, here are a few important tips to remember:

## Installation Schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting until after the product arrives at your home to finalize your installation date.

## General Guidelines

- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there are any doubts about the quality, dimensions or appearance of the engineered flooring DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE.
- ✓ It is the responsibility of the installer/owner to determine if the jobsite conditions are environmentally and structurally acceptable for the product you have selected.
- ✓ **Please refer to the installation guidelines for complete installation instructions.**

## Check Your Decking

- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there any doubts to the quality, dimensions or appearance of the engineered flooring DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE
- ✓ Assemble one box by hand to check the milling quality; look for gaps, height variance, and any other signs of damage.

## Planning Your Layout

Always work from several open boxes of deck tiles and “dry lay” the decking tiles before permanently installing the deck tiles. This will allow you to select varying grains and colors and to arrange them in a harmonious pattern. It is the installers’ responsibility to determine the expectations of what the finished floor will look like with the end user expectations.

If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email [customerservice@builddirect.com](mailto:customerservice@builddirect.com).