

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

- ✓ Our moldings are not designed to be an exact match, they are carefully blended to complement the color and finish of your floor, therefore variation in wood grain and color in different pieces is to be expected. **Please note this is not a defect but a way to capture the various natural grain and color characteristics of the flooring.** Whether you want a uniform look or a varied look between your moldings and flooring, we suggest having the installer sort through floor boards prior to installation to select end boards that best pair with the look you are after. Pre-selecting flooring that will lay next to your moldings before installation will ensure an exceptional result that meets, or even exceeds, your expectations.
- ✓ **Please note** that our moldings may be made from different materials or species than the floor boards, but are still crafted to complement any given flooring as closely as possible.
- ✓ **Please note** that these moldings are made to order, only after the order is placed. This production time is taken into consideration when estimating shipping timelines, so please expect a longer lead time for the production of these custom made products. Also, as with all of our special order products that are custom made, our 30 Day Money Back Guarantee does not extend to these custom made products.
- ✓ Flooring should not be installed until the moldings have arrived. Please click this [video link](#) that outlines the installation requirements and blending process.

Get Your Space Ready for Installation

As you get your space ready for installation, it is important to do the following:

- ✓ Ensure all “wet trades” have finished their work. If you’re painting, this task should be completed and the paint should be allowed to dry before the flooring arrives.
- ✓ Run all heating and/or cooling systems for at least 2-3 days before the product’s anticipated delivery date to ensure your home’s relative humidity is in the 40% - 55% range. This range should be maintained after installation as well.

Planning Your Layout

Planning the layout of your floor boards and moldings before installation is crucial to the overall aesthetic of any room. The purpose of moldings is to give your floor a professional, finished appearance. This is especially true for areas of your floor that either meet the wall, or transition to another room. To achieve a superior finished look, we recommend sorting your floor boards according to color and grain pattern, and dry-laying them on the floor before installation to see how the room will look before permanently installing the floor in place. Please also see the BuildDirect Document “Planning Your Floor Layout Near Moldings” for additional molding installation information and tips.

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.