

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

- ✓ BuildDirect offers “Made to Order” moldings in addition to readily pre-manufactured moldings.
- ✓ If the product is noted as “Made to Order” on the product page, please be advised the final color is derived from a blend of several pieces of the flooring. The color of the molding may not be an exact match to each piece of flooring because of the variation in color that happens naturally within wood products. **This is not a defect but a way to capture the various natural color characteristics of the flooring.**
- ✓ Please note that the moldings may be milled from a different species than the floor boards, but are still crafted to match any given flooring as closely as possible.
- ✓ When installing the flooring, care should be taken when laying down the various pieces and colors to ensure the moldings blend with the flooring layout. **The 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's 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.
- ✓ Make sure that you cover installed portion or existing wood flooring with protective foil.

## Planning Your Layout

Before you start installation, open up a minimum of 5 boxes. This will allow you to mix molding pieces from different boxes so you won't have patches of darker or lighter areas. Plan the layout of your flooring planks to achieve the look you're after.

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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).