

HARDWOOD SHOPPING QUESTIONS CHECKLIST

Use this checklist to help you get all your questions answered when shopping for hardwood.

✓ Question	Reason for Asking / Key Points
<input type="checkbox"/> What are the pros/cons vs. other flooring?	If you are unsure that hardwood is for you this will help you decide.
<input type="checkbox"/> What different types of hardwood do you carry and how do they differ?	You should be shown the following to get an idea of the brands or types you like: <ul style="list-style-type: none"> • Construction (solid, engineered) • Prefinished/Unfinished Edges • Species • Brands • Grains or cuts • Widths • Textures • Price Ranges • Installation Methods
<input type="checkbox"/> What would you personally recommend for my situation?	Consider: <ul style="list-style-type: none"> • The look you are trying to achieve • Home décor and furnishings • Climate extremes and traffic level • Any pets, kids or disabilities you have • The type of room (including stairs) • Type of subfloor (wood, concrete) • Need for sound insulation • Lighting
Once You Have an Idea of What Product You are Leaning Toward...	
<input type="checkbox"/> What grade is this product and what is the expected lifetime?	Clear or First: No visible defects or knots; Little color variation Select or Second: Tight knots; Some color variation Common or Third: Dark graining; Variations in color; Knots Rustic/Tavern: Darker graining; Knots; Strong visual imperfections Exotic: Often have different rating systems than domestic
<input type="checkbox"/> What type of finish is used?	Penetrating: Includes sealers, resins and oil finishes which work by soaking into the wood and giving it a permanent color. Surface: Includes urethane, varnish, lacquer, epoxy, acrylic, shellac and wax which are layered over your hardwood floor like paint.
<input type="checkbox"/> Can the flooring be sanded and refinished? If so, how many times?	Solid hardwood can usually be refinished more times than an engineered. Will you really be refinishing that many times?
<input type="checkbox"/> Is the hardwood sealed on all four sides?	This prevents moisture damage. Ask your salesperson to show you this.
<input type="checkbox"/> What is the level of VOC's released?	Purchase flooring that meets E1 Safety & Emission Standards.
<input type="checkbox"/> Is this preferred for a DIY installation?	Ask for DIY instructions. These can also be found on FindAnyFloor.com.
<input type="checkbox"/> What does the Manufacturer's Warranty cover and how long does it last?	Look for a warranty accompanied by a large US company backing the product. If you find a cheap warranty from a private labeled product without a big US presence, be cautious. Read the fine print!
<input type="checkbox"/> What can you tell me about the manufacturer and your experience with their products?	How long and how much have you sold? Customer Testimonials? Large or small/private label? # of years in business? Do they provide support?
Other Factors to Consider ...	
<input type="checkbox"/> Is the product in stock or does it have to be ordered? Is there a minimum order?	Rare products may take longer to ship. Ask your salesperson to check stock with the distributor. Normally you can order 1 box at a time.
<input type="checkbox"/> What is your return policy?	Find out penalties, fees and stipulations for returning. Can you return extra hardwood?
<input type="checkbox"/> What is the lead time before I can have this completely installed?	Consider factors such as ordering the product, waiting for arrival, acclimatization and installation.
<input type="checkbox"/> What other accessories or products might I need and do you carry them?	Examples: Moisture barrier or underlayment, adhesives, trims and moldings, tools for installation, rugs or mats
<input type="checkbox"/> Can you provide care instructions?	Follow all the manufacturer's instructions to ensure your warranty is not voided.
<input type="checkbox"/> Do you sell cleaning kits and repair kits?	Look for products recommended by the manufacturer.
<input type="checkbox"/> May I see a sample of the actual flooring?	If it is in stock, ask to remove a piece from actual box to inspect it (not all retailers will allow this). If undecided, ask to take a floor sample home. Evaluate how it looks with the other colors and the lighting in the room?
<input type="checkbox"/> What financing options are available?	Consider financing if you decide on a product that is more than your budget.
<input type="checkbox"/> Do you deliver?	If so, curbside or stacked in the installation area? Is there a fee? How many days do I have to schedule in advance? Do I need to move furniture? Are there any other preparations that I need to take?
<input type="checkbox"/> Do you offer installation? If not, do you have a list of licensed installers you recommend?	If not, use FindAnyFloor.com's "Find it Locally" Search Tool.