



HARDWOOD PAZ CO LLC

PROJECT PREVIEW

About Us

We have been helping create beautiful spaces for over 20 years. We love what we do and we do it well. Our whole approach revolves around you. What do you wish to accomplish? What is your vision? We have the tools and the expertise to bring your home and/or commercial project to life, tailored to your lifestyle and budget. Let's get started!

We love what we do and we do it well

We want to thank you for considering **Hardwood Paz Co LLC** for your project. We look forward to working with you and we are *committed* to providing quality craftsmanship and customer service. We're always just a phone call or email away. Never hesitate to reach out to us about any concern or question you may have before, during or after your project.

This document is designed to serve as a roadmap to help you envision how a project typically unfolds. It gives you an idea of what to expect when working with us.

Please review each section carefully and reach out to us if you have any questions!

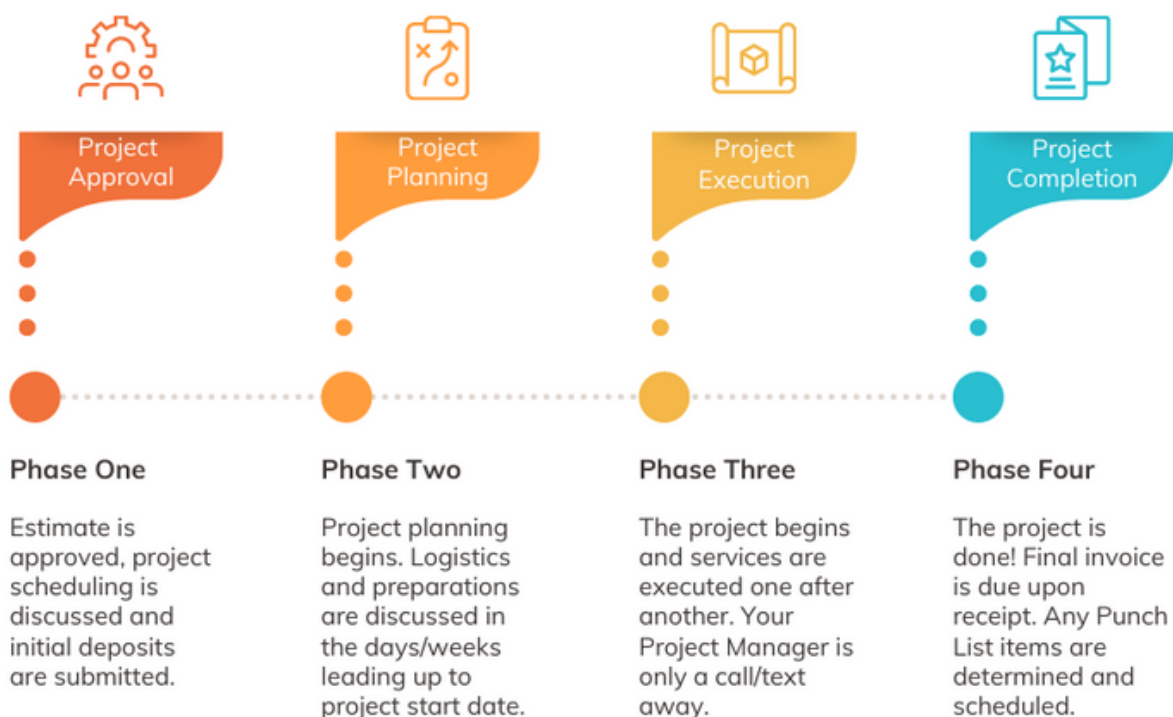


Our Process

FOUR PHASE APPROACH

Know what you're getting into...

You've reached out to us for an Estimate on your project. We've seen the job-site, crunched numbers and provided you with a preliminary Estimate. Then, it has likely been revised and fine-tuned as you make additional decisions on your material and the final services you do/do not want executed. You are now ready to pull the trigger, but the unknowns about the overall process make you nervous. The graphic below summarizes what happens throughout your project. Let's explore each phase in detail.





Phase One

PROJECT APPROVAL

Where it all Begins

The services and products that we'll be providing for your project will be outlined in your Estimate. Please be sure to read through it carefully. If everything looks good and you're ready to get started, please take the following steps:

- Send an email to admin@hardwoodpaz.org stating that you "approve" your estimate and you would like to discuss scheduling.
- Expect a phone call (or feel free to call us at your earliest convenience) to discuss scheduling. This involves potential start dates and an estimated timeline of how long your project may last from start to finish.
- Submit an initial deposit of 50% of all the LABOR services before we schedule your project on our calendar. Our preference is check payment please. This can be either dropped off at our office or sent in the mail.
- Submit a payment in full for any MATERIAL outlined on the Estimate before an order can be placed.

In summary, here is a list of all the action items that would need to take place before moving to the next phase of your project:

- Approve your Estimate
- Discuss scheduling of start date and estimated job timeline
- Make an initial deposit on LABOR
- Pay any MATERIAL (if needed) in full
- Mark the scheduled start date on your calendar!



Phase Two

PROJECT PLANNING

Getting Ready for your Project

Here is what happens in the weeks/days leading up to your scheduled project. You will be working with a **Project Planner** that will discuss any and all pre-project preparations with you. This may include (but is not limited to)...

- Coordinating the delivery of materials to the job-site
- Logistics of preparing for the start date
- Arranging for key or lock code access to the job-site before we start

Depending on the services we'll be providing, there may be a number of preparations you will need to make before we show up on day one of your project. We call these **Client Responsibilities** and they may include (but are not limited to) the following:

- Please ensure electrical power is available at the job-site for the proper functioning of any tools/equipment we may use on your project.
- Please maintain the recommended HVAC settings if materials delivered on-site require acclimation prior to installation.
- Please make your own arrangements to have all belongings and fixtures in/around the areas being serviced removed and/or safely stored away and secured so as to minimize their susceptibility to damage and/or project dust (furniture, clothing in closets, appliances, rugs, toilets, existing floor coverings, baseboards, hanging objects, loose objects in cabinets and/or drawers that may be affected by vibrations from equipment, etc.). Likewise, please make arrangements to have all belongings and fixtures put back.

- Please make your own arrangements to “unhook/re-hook” any needed connections (as is the case with appliances or fixtures that have water, electrical and/or gas connections).
- Please ensure the subfloor is clean of any/all debris and that it's prepared and ready for a new installation (if applicable).
- Please provide a means to access the property for our crews to come and go as-needed (as is the case when leaving for a lunch break and/or emergency, etc.)
- Please make any arrangements to stay away from areas deemed “off-limits” (as is the case with fresh uncured finish on hardwood floors, dangerous areas, etc.). "Moving Out" for a few days can be a part of the process and should be factored into your overall project budget before you commit to this kind of work. It's rare but there is always the possibility that staying away may need to be prolonged (as is the case in some instances when unknown issues arise on your project that could not be anticipated, etc.). *Please be prepared for this possibility.*
- Please make arrangements to provide an onsite bathroom that our crew can use while your project is ongoing. (If there is none available then please notify us immediately. *Additional charges may apply to provide a "PortaPotty" onsite.*)
- Please make arrangements for any necessary cleaning to take place before and after we are done (as is the case with project dust from sanding or other construction work that may take place). We try to minimize dust as much as possible and we do clean up large debris, but construction is always messy and it's part of the process that some additional cleaning may be needed to leave the jobsite as it was before we showed up. *Please prepare to hire this out separately.*
- Please provide arrangements for securing any/all furry friends or pets for the duration of the project.

Again, each project is different and at times we can't always foresee every unique eventuality so, in addition to the points above, we may discuss other preparations with you as we draw closer to your project. **We don't mean to scare you with everything in this section, but we do aim to prepare you** and to get you thinking about anything you may feel you can add to your own personal *checklist* of preparations that make sense to you when planning for construction work to be done on your property.





Phase Three

PROJECT EXECUTION

Getting it Done

Everyone has all their ducks in a row. The “first day of school” feelings start to bubble up and there is equal parts excitement and nervousness surrounding day one. But have no fear...we do this everyday and we are committed to excellence in our craftsmanship with a deep respect for your home. Here's what to expect *during* your project.

You will work with a **Project Manager** for the duration of your project. He will be the day-to-day point person on your project while there are boots-on-the-ground. You will be provided his mobile number so you can reach out to him at any time. If for whatever reason you're not able to reach him then call our office and we'll get your concerns on everyone's radar. Your **Project Manager** is the guy to talk to about any-and-all ongoing project concerns or questions. This may include (but is not limited to)...

- **Progress Reports:** Everyone likes a little update. Please reach out to him at any time to request a progress report (a phone call about where the project is at and where it is heading). Although he will make an effort to keep you in the loop as much as possible, a daily phone call is not always realistic. Instead of expecting a phone call each day we ask that you please reach out as many times as you desire to be kept in the loop. Having said that, be assured that he will always reach out to you in the event of a significant update (as is the case with emergencies, an issue that requires your attention or an unexpected situation that may affect the project timeline).

- **Phased Decisions:** Some of the decisions surrounding the project can only be made by you after we have already started (as is the case with the selection of a stain color on hardwood floor, the direction you wish the floor planks to be laid, the direction of the design movement of your countertops, etc.) Your Project Manager will reach out to you at each applicable stage to discuss and confirm your final decision.
- **Change Orders:** Revisions and/or additions of services and products during an ongoing project that were not originally included in your Estimate may arise either per your request or out of a need (as is the case when the removal of existing floors reveals rot or damages underneath that would not have been anticipated). *This may add charges to the overall project.* You'll want to discuss these with the Project Manager. Please confirm your approval on any change orders in writing via text message and/or email.
- **On-site Meetings:** Sometimes there will be some things that may need to be addressed in-person and on-site. Coordinate with your Project Manager to meet-up when it's convenient for all parties.

Your Project Manager will be a very busy guy! This is a good sign! If you are having difficulty reaching out to him then this is normal and not at all because he is trying to avoid you. Please contact the office and we'll try our best to get your concerns or questions on his radar ASAP.





Phase Four

PROJECT COMPLETION

Getting to the Finish Line

The moment you have been waiting for is fast approaching. The project is wrapping up and there's just a few more details to discuss before you can relax and enjoy the beautiful new spaces in your home and/or place of business!

Each project is a little different but the following is a pretty good idea of what happens next...

- **The Good News:** You will receive a call/email letting you know that your project has been completed! Feel free to do a celebration dance at your discretion, we won't judge.
 - *And...just to be on the same page, when we say your "project has been completed" what we mean is that all of the services outlined in your approved Estimate have been executed according to industry standards.*
- **Your Final Invoice:** Shortly afterwards, or perhaps in the same email as above, you will receive your Final Invoice which will be due upon receipt. It will contain all of the approved services outlined in your Estimate plus any/all change orders you may have approved/requested during your project.
 - *And...just to be on the same page, when we send your "Final Invoice" we definitely don't mean that after getting your payment we'll disappear into the sunset never to be heard of again. The steps that follow show our commitment to your satisfaction.*

- **Inspect the Job-site:** Here is another one of those “**Client Responsibilities**” to keep on your radar. After completion, when your Project Manager deems that it's safe to return to the job-site, please immediately do a walkthrough inspection of the services.
 - *And...just to be on the same page*, when we say “inspect the job-site” we mean that you please do so according to industry standards. Let's talk about Hardwood floor (re)finish work *specifically* to expand on what that involves. Floors should be inspected from a standing position under ambient lighting. A down-on-the-knees or laying down inspection using canned lights, flash lights, even window glare or a magnifying glass are not acceptable methods of inspection. When floors are finished by hand on-site, they may contain a slight amount of particulates such as hair, or sanding marks and finish marks. It is important for our clients to understand that allowances are made for these characteristics by both the NWFA (National Wood Flooring Association) and the manufacturers of the finishes. ***It's to be expected and it makes sense.*** We're talking about a handcrafted product being worked on in an open environment. *This doesn't mean we are going to be careless with the process.* We take great pride in our quality craftsmanship and we sincerely make an effort to minimize any imperfections. That being said, the charm of anything handcrafted is that it will inevitably contain unique characteristics, a human element, that not only increases their allure but adds value to your floors and an inner satisfaction of owning something handcrafted. No one on the planet will have the characteristics of your natural, unique, handcrafted floors. But of course, if there is an issue with the work that you feel needs attention do not hesitate to notify us immediately. This takes us to the next point...
- **Notify us of any Concerns:** In the event that after your inspection you find an issue with the work that really concerns you please notify us in writing (and with pictures if possible) of your grievances within three (3) days of completion of your project. We feel that the three (3) day allowance for any questions or concerns is more than enough to determine if the work is accepted or not. But of course, extenuating circumstances may be considered (As is the case with clients being pulled away due to an emergency and not being around at the time of completion) at which point your three (3) days begin as soon as you are reasonably able to inspect the work.

- **Touch-ups/Repairs:** For any valid issues mentioned within three (3) days after completion, we will send out a crew to fix it. Please know that we will try our best to do this quickly, however, depending on current calendar availability there may be a slight delay in returning to address your concern. *We are not avoiding it, we are just trying to carve out a window of opportunity to schedule it within the context of current calendar availability.*
 - *And...just to be on the same page, any/all touch-ups and repairs mentioned within three (3) days of project completion are not considered a valid reason to “holdback” payment of the final invoice. These types of issues fall under the category of warranty repair, not incompleteness of project. We hope the distasteful situation of holding back a payment for completed services never has to come up. It is important to us that our Clients understand that receiving the final invoice means it is due upon receipt and that we reserve the right to apply interest charges at a specified rate for past due invoices or even go as far as pursuing lien action on the property. But talk to us first, **we want to work with you not against you.** Do not hesitate to reach out at any point to discuss solutions.*
- **Warranty/Maintenance:** Depending on the type of work we did on your project you will be provided with resources upon request of how to care for the products we installed as well as any/all product and labor warranties that apply to you. You have made an investment in beautiful products and nothing is completely bulletproof so be sure to read through these resources carefully to inform yourself on your responsibilities and how to protect your investment. Always feel free to reach out to us if you have any questions long after we’ve completed your project, even if it’s just for curiosity’s sake or peace-of-mind. We can resend any resources you may have misplaced.

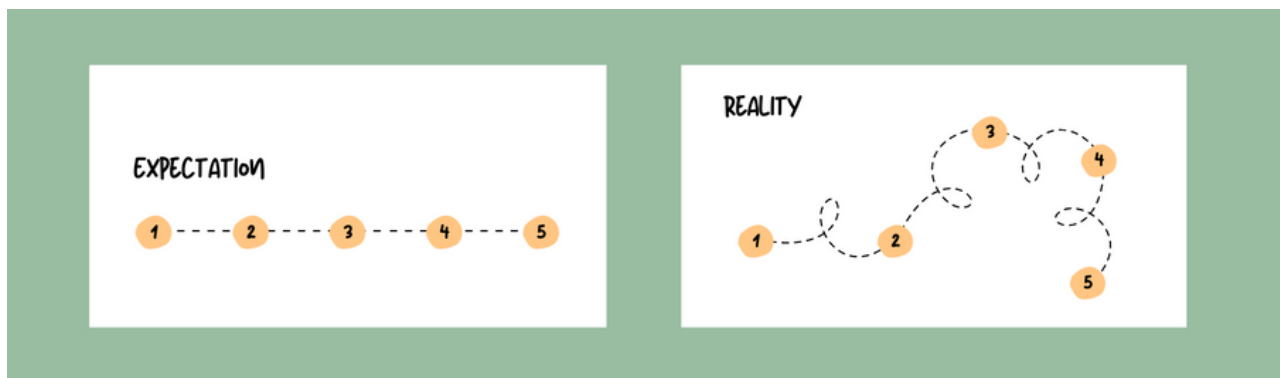




In Conclusion

We are ready to get started...

We know that this can be a lot of information to process. Take your time. Reach out if you have questions. Make a plan and then confidently take the first steps towards transforming your living spaces. We hope this guide helps you envision a realistic process based on years of experience, client feedback and a relentless dedication to improving our process where we see we must. Our way of seeing it is ***“it will never be the perfect process, but we can certainly try”***. We love the image below that captures the spirit of any endeavor that has intricate moving parts to it:



The end goal never changes, but how we get to it may swirl and dive and soar. Rest assured knowing that we never lose sight of our end goal: *Quality craftsmanship, quality customer service and the opportunity to transform, enhance or build living spaces that you and others can treasure for years to come.* We are committed to excellence in our craftsmanship. We have a deep respect for your home. We take pride in our execution and method to reach our end goal. We are passionate about building lasting relationships. We know what we're doing and we do it well. We are Hardwood Paz Co LLC and we are **ready** to get started.



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