



Certificate of Guarantee



100% Risk Free Guarantee

We guarantee that all hardwood floor restoration and refinishing work carried out by Integrity Hardwood Floors will be of the highest quality and meet or exceed your expectations.

Our Guarantee is divided into the following:

Prompt and cleanliness of the crew. There will be no smoking, swearing, obscenities or lewd conduct ever. The crew will show up on time and maintain a clean, acceptable presentation throughout the project.

Care and respect shown towards your home and personal belongings. The work site will be kept clean at all times and proper safety precautions will be taken at all levels. No trash will be left behind.

All "National Wood Flooring Association" standards will be met and exceeded. We will explain in detail any work prior to commencing, any limitations or the work to be performed as well as limitations set by your sub-floor, flooring and home context. You will be provided with documentation explaining all of the above.

Upfront with your investment. No work will ever be undertaken and billed to you without your full knowledge and approval.

Trust. Alarm codes, keys, or other methods used for the duration of the project will be kept safe, secure and strictly confidential.

We promise we're fully up-to-date with our commitments. We are registered contractor, insured and bonded to abide by all regulations.

You must be fully satisfied with the final outcome of the work prior to final payment. If you're not absolutely pleased with the quality of our work we will happily come back to rectify it to your satisfaction*.

This is to certify that all hardwood floor restoration/installation work commissioned by _____ of _____ Idaho, USA is protected by the above guarantee.

In Witness Whereof, I _____, Owner of Integrity Hardwood Floors authorize the above Guarantee dated and signed on _____

Owner, Integrity Hardwood Floors



Not So Fine Print

You might expect a lot of complicated, fine print making our Guarantee virtually worthless. You'll be happy to know that is not the case.

As you can imagine though, with this guarantee we could be taken advantage of. For this reason, we want to let you know about the common sense limits to our 100% Risk Free Guarantee.

- As you no doubt agree, we have no control over the floors condition prior to our arrival. Unless you request us to repair them: water stains, burns, deep bruises, splintered areas, differences in board colorations, loose and squeaky boards and any other existing damaged or conditions in the wood and sub-floor unfortunately cannot be covered.
- Because we have no control over how you will care for your newly refinished/restored/installed floors, you can see how we cannot guarantee scratches, wear or other damage that you or your family and friends – including pets – make in the floor.
 - Our hope is that you clean your floors regularly and take special care of them like we explain to you in our Hardwood Floor Care Guide that we leave with you. If you do damage your floor in any way, we will be happy to repair them at a reasonable price.
- We also have no control over the humidity and temperature each season brings. Wood floors do expand and contract and you can learn more about this in our How Moisture Affects Hardwood Floors.

There you have it, our simple and no weasel out clauses to render our Guarantee useless. We're serious about providing you absolute top quality work we stand behind 100%. If you are not happy with our work, we won't be either. We'll do everything within our power to make sure you end up completely satisfied with your floors.



"Integrity" is doing the right thing when no one is looking