



## IMPORTANT DELIVERY INFORMATION

11279 Gopher Drive  
Waynesboro, PA 17268  
717.360.1196

### **ABOUT YOUR DELIVERY**

Please note: Flooring is shipped "standard" delivery and the carriers make every effort to delivery in their standard transit times. Delays are not usual but can happen and are not grounds for refunds on shipping. If your delivery is critical, please let us know so that we can look at a Guaranteed Delivery option.

When your shipment arrives, please immediately confirm that the quantity you received is correct. Per our Terms & Policies, you have five (5) days to make sure you have all materials expected. After five (5) days, the order is deemed accepted in full.

Flooring is delivered common carrier - tractor trailer style delivery. The truck will get as close as they can to your home. We recommend that you have a truck/trailer available to do a "go between" if necessary.

Flooring is bundled by width in quantities of about 20 square feet per bundle. Each bundle weighs about 50-60 pounds. The bundles are stacked and strapped to a 10'-12' skid with metal bands. Please note: Though trucks have lift gates, they will not work with the length of our skids. Flooring bundles will need to be hand unloaded, so make sure you have plenty of help onsite at time of delivery. Use the suggested guide below:

Up to 500 square feet: 1-2 people

Up to 1000 square feet: at least 2 people

Up to 2000 square feet: at least 3 people

Up to 3000 square feet: at least 4 people

### **\* IMPORTANT \***

*IT IS RARE, BUT IN THE EVENT THAT YOUR SHIPMENT ARRIVES SHORT OF MATERIAL OR WITH DAMAGE, PLEASE FOLLOW THE PROTOCOL BELOW:*

1. Immediately let the driver know that materials are missing or damaged.
2. If materials are off skid and damaged in truck, take photos.
3. Accept delivery of the materials and SIGN THE DELIVERY TICKET NOTING THAT YOU ARE ACCEPTING THE DELIVERY WITH SHORTAGE OR DAMAGE. If you do not do this step, it will make it very difficult to help you with a claim.
4. Take photos of damaged materials and send to Karen Durning at [kdurning@kdwoodscompany.com](mailto:kdurning@kdwoodscompany.com). We will quickly assess the damages and take immediate action to get replacement material in the works and a claim filed with the freight company.

### **ABOUT ACCLIMATION**

Acclimation is all about moisture equilibrium. So as long as your subfloor and your flooring are within 2% moisture content of each other, you are ready to go. Moisture is tested using a wood moisture meter which can be purchased at Lowe's or Home Depot. To find out if you are in equilibrium, Test a few areas throughout the subfloor and come up with an average. Test a few bundles of flooring and come up with an average.

### **ABOUT INSTALLATION**

PLEASE NOTE: IF YOU PURCHASED A RANDOM WIDTH FLOOR - PLEASE CONTACT KAREN DURNING AT [KDURNING@KDWOODSCOMPANY.COM](mailto:KDURNING@KDWOODSCOMPANY.COM) OR 717.360.1196 BEFORE INSTALLATION, SO THAT WE CAN PROVIDE YOU WITH AN INSTALLATION SEQUENCE BASED ON HOW YOUR FLOOR WAS MANUFACTURED.

Our flooring is installed no different than any other wood flooring product. If subfloor application, a layer of black felt paper can be used for vapor barrier and flooring is installed and blind nailed every 4"-8" through the tongue. Widths 7" and wider also require gluing or face nailing in addition to blind nailing. You should allow 1/2" gap at walls or around cabinets, posts, etc for expansion.

### **ABOUT SANDING**

The level of sanding you will need to do depends on which of our products you purchased and how far we processed it for you. Please call Karen Durning at [717.360.1196](tel:717.360.1196) or email at [kdurning@kdwoodscompany.com](mailto:kdurning@kdwoodscompany.com) for more information.

### **ABOUT FINISHING**

Finishing applications are different depending on the type of finish you have decided on. Please contact Karen Durning at [717.360.1196](tel:717.360.1196) or email [kdurning@kdwoodscompany.com](mailto:kdurning@kdwoodscompany.com) for more information.