



## Frequently Asked Questions

### **Can I purchase directly from Madera de Diseno?**

- No, Madera de Diseno has Dealers in many states therefore the purchase must be done through one of our Authorized Dealers near you. In the event that there are no Authorized Dealers within 100 miles radius of the property that will be installed we may recommend the purchase done through a Dealer in a different state but will advise that no warranty and/or guarantee will be provided or we may even reject the order.

### **Can I purchase my floors from an authorized online or out of state Dealer?**

- Our Products are meant to be sold exclusively through our authorized Dealers within 100 miles radius of the property of which it will be installed otherwise no warranty and/or guarantee will be offered.

### **Will my hardwood flooring change color overtime?**

- Yes, unfortunately almost all hardwood flooring changes color overtime due to exposure to direct sunlight, rugs, furniture, type of cleaners used and other factors that can affect the natural tones of your hardwood flooring. Please refer to our Floor Care page to get specific details on how to minimize the color change.

### **Why is my hardwood flooring cracking and is it covered under Warranty?**

- Cracking occurs only if the temperatures in which the flooring is at doesn't meet the temperatures that is recommended in our Floor Care and Warranty pages which is between 60 – 80 degrees F and the relative humidity between 35 – 55% and anything beyond these temperatures and/or humidity levels will cause the boards to start cracking and isn't covered under Warranty. Please refer to our Floor Care page for more details.

### **Is it normal for the boards to be "banana shape" before installation?**

- Yes, since our planks are wide and the lengths are long it is normal for all of our flooring products to have what the flooring industry calls it a "banana shape" and isn't considered to be a defect or manufacturing issue and since the flooring has tongue and groove the flooring will straighten up after installation.

### **Can I install my hardwood flooring over radiant heat?**

- Yes, please refer to our installation instructions for detailed instructions on how to install your hardwood flooring over radiant heat.

### **What are the floor levels that I can install my hardwood flooring?**

- You can install our hardwood flooring products above, on and below grade, so it is safe to install in a basement or a multi-level type property.



## Frequently Asked Questions

### What are the benefits of choosing real hardwood flooring VS other flooring products?

- Hardwood will add significant value to your home based on surveys from real estate agents around the country.
- Our Hardwood flooring products can be sanded and refinished to keep it looking new over a long period of time, as compared to laminate flooring that don't have surface materials that can be refinished.
- Hardwood has natural variations in tone, grain and coloration that make each plank and floor unique. No repeated patterns or cookie cutter looks like laminate, tile, vinyl, wpc or pvc products.
- Hardwood is ideal for allergy sufferers because natural wood does not harbor dust and mites or collect dust if properly maintained.

### What are the longest and average lengths that Madera de Diseno has to offer?

- Depending on the Collection of products you choose from as some products maybe 2' – 6' or 2' – 7' we can only guarantee at least 50% of the boards at the longest length. For example if the description shows 2' – 6' at least 50% of the boards will be 6' long and the rest will be random and this can depend on the availability of the sourced woods and also the time of the year that the wood was freshly cut. Only Herringbone patterns are fixed lengths meaning the boards are not random.

### Can I or should I apply additional coats of polyurethane to my prefinished hardwood flooring?

- The simple answer is NO! We highly discourage adding any additional finishes to your hardwood flooring because the prefinished wood flooring grains and definition will blur and consistency of the flooring shine level will disappear.
- NOTE: The application of additional finish will also void your products Warranty.

### Do discontinued; discounted and close-out hardwood flooring products have any warranty?

- Yes, our discontinued, discounted and close-out hardwood flooring products carry the same warranty as if purchased at full priced. The only exception would be if the products that would be sold "AS IS" then you would agree to those terms and conditions before making your purchase.

### Is it safe to installation hardwood flooring in a bathroom or kitchen?

- In most cases No! While many experts argue that Engineered Flooring can hold a lot more moisture than solid wood it is still not recommended to install Engineered Flooring in a bathroom or kitchen as water and wood aren't a good combination. Engineered Flooring can hold a lot more moisture (from the ground) but the top layer will still be affected and damaged due to excessive water in a bathroom and in a kitchen melting oil, grease etc... will eventually and permanently damage the surface.

### What if I have extra glue on some of my hardwood flooring after installation?

- In most cases you can use mineral spirits on a clean rag to wipe off the extra glue without damaging the surface or finish. If mineral spirits can't do the job please contact the glue manufacturer directly for additional solutions.