

# BAMBOO FLOORING

Buyer's Guide Checklist



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### Product Questions

	Yes	No
Has the company continuously developed boards ideally suited to Australian conditions?	<input type="checkbox"/>	<input type="checkbox"/>
Can the boards be sanded and polished multiple times?	<input type="checkbox"/>	<input type="checkbox"/>
Have the boards been treated for insect and fungal prevention?	<input type="checkbox"/>	<input type="checkbox"/>
Do you receive a written product warranty?	<input type="checkbox"/>	<input type="checkbox"/>
Can they customise colour?	<input type="checkbox"/>	<input type="checkbox"/>
Have they carried out scientific testing on all their products and can they provide hardness tests for each product?	<input type="checkbox"/>	<input type="checkbox"/>
Do they use European low emission glues and coatings for a safer home?	<input type="checkbox"/>	<input type="checkbox"/>
Does the company have a complete range of colour matched accessories e.g. stair treads, handrails, skirting etc?	<input type="checkbox"/>	<input type="checkbox"/>

### Installation Questions

Are all installers qualified, professional tradesmen experienced with bamboo?	<input type="checkbox"/>	<input type="checkbox"/>
Is every floor installed in the same predictable way, in accordance with tested and quality assured company policy and procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Are all installers required to undergo initial and ongoing comprehensive bamboo floor laying training?	<input type="checkbox"/>	<input type="checkbox"/>
Is the installation being supervised by an experienced site supervisor?	<input type="checkbox"/>	<input type="checkbox"/>
To ensure high quality installation, does the company do a thorough site assessment, including moisture and level checks?	<input type="checkbox"/>	<input type="checkbox"/>
Do they provide an installation warranty?	<input type="checkbox"/>	<input type="checkbox"/>
Are the installers rated by customer feedback?	<input type="checkbox"/>	<input type="checkbox"/>
Do they recommend and co-ordinate with other trades to ensure efficient installation timing?	<input type="checkbox"/>	<input type="checkbox"/>
Is stock available at short notice?	<input type="checkbox"/>	<input type="checkbox"/>
Is all rubbish removed from site?	<input type="checkbox"/>	<input type="checkbox"/>



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### Company Questions

Do they offer a complete installation package?

Yes

No

Do they manage the entire process from direct relationships with the manufacturing facilities right through to servicing the fully installed floor years later?

Does the company have a quality assurance department?

Does the company invest in research and development to constantly improve the product?

Can they produce testimonials that rate the company's performance?



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