

To help ensure your installation goes according to plan, here are a few important tips to remember:

Installation Schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting until after the product arrives at your home to finalize your installation date.

General Guidelines

- ✓ BuildDirect offers “Made to Order” moldings in addition to readily pre-manufactured moldings.
- ✓ If the product is noted as “Made to Order” on the product landing page, please be advised the final color might be derived from a blend of several pieces of the flooring. The color of the molding will not be an exact match to the flooring but rather a blend. **This is not a defect but rather a way to capture the various natural color characteristics of the flooring.**
- ✓ When installing the flooring, care should be taken when laying down the various pieces and colors to ensure the moldings blend into the layout. **The flooring should not be installed until the moldings have arrived. Please click this [video link](#) that outlines the installation requirements and blending process.**

Please note that the moldings may be made from a different species than the floor boards, but are still crafted to blend any given flooring as closely as possible.

Get Your Space Ready for Installation

As you get your space ready for installation, it's important to do the following:

- ✓ Ensure all “wet trades” have finished their work. If you're painting, this task should be completed and the paint should be allowed to dry before the flooring arrives.
- ✓ Run all heating and/or cooling systems for at least 2-3 days before the product's anticipated delivery date to ensure your home's relative humidity is in the 40% - 55% range. This range should be maintained after installation as well.
- ✓ Make sure the room you're installing in is flat and the subfloor material is suitable for your type-flooring material.
- ✓ Make sure that you cover installed portion or existing wood flooring with protective foil.

Planning Your Layout

When installing the flooring, care should be taken when laying down the various pieces and colors to ensure the moldings blend into the layout. **The flooring should not be installed until the moldings have arrived.** Before you start installation, open up a **minimum of 5 boxes**. This will allow you to mix boards from different boxes so you won't have patches of darker or lighter areas. Plan the layout of your flooring planks to achieve the look you're after. **Please watch [this video](#) that outlines the installation requirements and blending process.**

If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email customerservice@builddirect.com.