



Product Questions

- Has the company continuously developed boards ideally suited to Australian conditions?
- Can the boards be sanded and polished multiple times?
- Have the boards been treated for insect and fungal prevention?
- Do you receive a written product warranty?
- Can they customise colour?
- Have they carried out scientific testing on all their products and can they provide hardness tests for each product?
- Do they use European low emission glues and coatings for a safer home?
- Does the company have a complete range of colour matched accessories e.g. stair treads, handrails, skirting etc?

Yes	No

Installation Questions

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

Yes	No

Company Questions

- Do they offer a complete installation package?
- 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?

Yes	No