



TIPS FOR A SUCCESSFUL PROJECT

You have decided to add that new Decorative Concrete patio, sidewalk, driveway or pool-deck. Maybe it is an interior floor that you want to refinish for that upcoming special event at your home. A few simple things to remember at the beginning of your project can result in a successful installation and years of satisfaction with your selection of products.

- Allow yourself plenty of time for completion. Projects that are undertaken with unrealistic deadlines are almost always the ones that have difficulties. Take the estimates and double the amount of time scheduled. You may not need it; however, you will be glad you did. You don't want to have you or your company smelling or walking on sealer that isn't completely dry.
- Be realistic with the products that you select. Decorative Concrete products and applications are not perfect. That is why most people choose them. They desire the variations and charm created by the installations at the job site. The final product is not manufactured in a plant under controlled weather conditions.
- Create adequate size mock ups. Use the colors, patterns and finishes selected. Have the contractor make them with the same crew that will install your project with you present. This will aid you in determining the experience, quality and communication style of the company and crew. Pictures, brochures and small samples are not enough. They can be edited, cropped or done by someone else with differing levels of skill. The person that did that project may not be the one getting ready to install yours. You may have the new-hire. Keep the mock up at the site until project complete.
- Check out your contractor's reputation. This is your responsibility. Research BBB. Look at other installations of similar size as yours. Make sure that you ask their references one question. Would you use this company again?
- Communicate! If you don't like something or need further explanation, ask for it. Don't assume anything.
- Deposits for projects are okay; mid-job payments are acceptable. Do not make final payments if you are not satisfied with the work. It is amazing the amount of customers who will pay for something with which they are not satisfied, hoping that it will get better as time passes.

Your agreements are between you and your contractor. Manufacturers guarantee the quality of their products, not the installations. The contractor's experience, job conditions and weather can all have an affect on the final product created. You are the final judge of whether you received the quality of workmanship that you expected or for which you paid.