



6 Costly Mistakes To Avoid When Investing in New Carpet or Flooring For Your Home or Business.

NEW Consumer Report Reveals the Do's and Don'ts of Flooring.

Here are our top 6 tips for avoiding disaster and disappointment when buying carpet or flooring. Our tips are based on years of experience in the industry. We hope you find them helpful.

- 1. Understand Your Lifestyle Requirements:** Perhaps the most crucial part to ensuring you a long lasting and quality finish is to understand and communicate to your flooring provider exactly what use your carpet and flooring will be put to. So, the number of people living or working in the building is crucial. A couple living in a modern home with no children or pets can get away with a lighter grade of flooring and still achieve a fantastic look and a long lasting finish. If however, you have a larger family, lots of visitors, you entertain frequently or your children are young (and messy) then you will need a heavier grade to achieve a great and long lasting result. Other important factors to consider here include whether you have pets, do you live the country, does your home have outdoor living, are there stairs and how the design of your home impacts on sunlight and therefore potential fading of your flooring. Make sure your flooring provider understands all these lifestyle factors so they demonstrate both the appropriate grade of carpet and whether other non-carpet options such as vinyl, timber, laminate or ceramics may be a better option. Sometimes something as simple as increasing the density of your underlay (which costs a relatively small amount) can make all the difference.
- 2. Check out the Guarantees:** Make sure you ask your flooring provider about the guarantees they provide. Guarantees come in a number of forms. There are wearability guarantees which guarantee the wear of the flooring for a certain period of time (for example, 5 years or 10 years). There are also manufacturer guarantees that deal with the backing and underside of the carpet (the part you don't see when the carpet is laid). Some products will include a colour fast guarantee which guarantees against fading. Make sure you also ask about installation guarantees. Be wary of companies that do not provide adequate installation guarantees. And always check the fine print on all guarantees – some of them are not worth the paper they are written on!
- 3. What Care Options Does Your Supplier Have for The High Wear Areas:** Carpet and flooring does not wear evenly. Many people find it frustrating that 95% of their flooring whether it is carpet, vinyl, ceramics or some other hard flooring still looks great but the high traffic areas now look rough, tatty and in need of replacing. To avoid this disappointment make sure your flooring provider has a system to deal with the high wear areas. Rugs and mats in entrance ways are a fantastic idea as they will bear the brunt of the wear and can



4. easily be replaced. Attending to small areas of damage is also crucial before the damage spreads and becomes a major issue.
5. **Know Your Budget:** Be realistic on what you can afford and spend what you can afford because flooring is one area where quality makes a massive difference to both the end look and the life of the flooring. Don't be one of the customers who go for the cheaper option if you can afford a better product. You will kick yourself, as many of our clients have, when the new carpet and flooring looks worn and aged after 12 months because the demands placed on the flooring were greater than the quality of the product installed. And knowing your budget also prevents a clever sales person selling you into a product that is beyond what you can realistically afford.
6. **Do Some Research on Your Flooring Provider:** Getting carpet and flooring is a big decision. Make sure that the company you choose is reputable and has an established business. Here are a few tips. The sales people should listen to you and make you feel comfortable because once your carpet and flooring is down that's it. The sales people should ask you good questions about what your lifestyle needs are so they can ensure you have the best range to choose from. A well-presented, clean and tidy showroom also indicates a quality business. The Flooring Association of New Zealand is the industry body and your provider should be a member. If not, you should ask why not! Qualified and experienced installers are also vital. And ask for testimonials from past clients. If the company is as good as they say they will have no trouble putting you in contact with past satisfied clients.
7. **Check the Fine Print:** The devil is in the detail so make sure you read the contract with your flooring provider. Whilst two quotes may appear similar they can in fact be very different when you compare the fine print. Things to look for include the quality of the guarantees, whether there is extra cost associated with removing and disposing of any existing flooring, whether there is additional flooring preparation costs not included in the initial quote, travel expenses for installation and even what density of underlay is included with the "standard price". Take your time with the fine print so you are not disappointed later!

We trust you have found this useful. When you are looking at carpet and flooring there is a whole new vocabulary to learn. So don't be afraid to ask if you are unsure. It's your home and your money!