



The Maine Traditions Commitment to Customer Satisfaction (and why Maine Traditions Flooring is not sold on the internet)

Maine Traditions is proud to offer flooring of superior quality backed by our industry-leading customer service. In a rigorous effort to maintain our high standards of quality, we offer our flooring products through a carefully selected network of trained distributors and authorized flooring retailers, each armed with the latest product knowledge (P.K.), exclusive Maine Traditions product displays and a full complement of the very latest Maine Traditions products available.

We want you to be delighted with your Maine Traditions hardwood floor for many years to come. Our dealer network consists solely of highly-trained flooring sales professionals who can help you choose the right floor for your home and lifestyle. Since our manufacturing quality control processes are so rigorous, most problems arise from improper installation. However, retailers within our network can arrange to have your floor installed by knowledgeable installation professionals. These experienced craftsmen are trained in the latest industry standards required to install Maine Traditions hardwood flooring products, ensuring that both the floor and installation meet our warranty specifications.

The internet is a great tool for doing research as you explore the many options available to you. In fact, we love when customers tell us they found our website helpful in choosing our quality products and locating one of our qualified dealers. We feel that when it comes time to purchase your new floor, no internet reseller or dealer can provide the level of experience, knowledge and service (before, during and after the sale) which you will experience at an established retail "brick & mortar" store.

In order for any warranty claim to be considered valid, we at Maine Traditions require that either a representative from our distributor, an authorized retailer, or our own manufacturer's representative inspect the floor. That on-site inspection is impossible if you purchase your floor from an internet reseller who may be many miles away, or may have no fixed address. Since we are so committed to quality products and total customer satisfaction, Maine Traditions will not honor warranty claims for products sold outside of our dealer network, nor can we honor or accept returns for products which have been sold by third parties/over the internet.

If you need help finding an authorized Maine Traditions dealer, please use the dealer locator on our website www.mainetraditionsflooring.com If you have any additional questions or concerns, please call us directly at 207-643-2110 or contact us by email: info@mainetraditionsflooring.com