

The *NWFC* inspection service is intended for installation and post-installation problem assessment and evaluation.

1. The inspection service includes preparatory time in advance of the inspection, interviews with involved parties, the actual on-site inspection, and off-site follow-up. The on-site inspection covers grade, millage and specie of the wood, condition of flooring, condition of the subfloor and concrete slab (if viewing is requested and possible), examination of general site conditions, and a review of the floor sanding, sealing and finishing. The final evaluation is based upon structural integrity and aesthetics.
2. Architectural specifications, photographs, correspondence, and any other documentation of the problem (i.e. job files) and system installation should be mailed to *NWFC* for review prior to the on-site inspection.
3. All of the involved parties are encouraged to be present at the on-site inspection. This includes (but is not limited to) the owner, architect, general contractor, project manager, flooring contractor. The on-site portion of our inspection service can usually be completed in 2-3 hours.
4. A written report is issued by *NWFC* within approximately 4-6 weeks after the inspection. The report focuses on observations during the on-site inspection and will take into account all materials submitted regarding the floor. Our overall goal with each report is to provide the appropriate corrective measures to return the floor to its proper condition. If necessary, *NWFC* will also recommend acceptance or rejection of the floor due to more serious factors. The role of the *NWFC* on-site inspector is to obtain facts and observe the floor's condition. Final observations will be made in writing only -- no opinions will be offered until the written report is issued.
5. *NWFC* recommendations are not binding. Implementation of our recommendations and settlement of complaints is strictly between disputing parties.
6. *NWFC* inspector is NOT responsible for arbitration of claims, financial losses resulting from an inspection, enforcement of agreements, or future performance of the floor when recommended corrective measures are undertaken. Parties waive any such claims against *NWFC*.