

Dear Property Owner,

At Certified Flooring Network, we believe every home and business experiencing flooring damage needs a **Certified Flooring Expert** to help them through the process towards restoring their floor to better than before. As a leader in insurance restoration, Certified Flooring Network provides rapid, complete, repair, restoration and replacement services for all types of flooring damage. We do this by employing the very best in flooring professionals, each of whom are committed to Certified Flooring Network's standards of professional conduct.

Our job is to **SIMPLIFY THE CLAIM PROCESS**.

There is **NO ADDITIONAL COST** to you when using Certified Flooring Network for claims covered by your insurance policy.

If you choose to use Certified Flooring Network, we begin the process at **YOUR FIRST AVAILABILITY**.

Our Certified Flooring Expert will:

- Work with your insurance company
- Evaluate, measure & photograph affected areas
- Collect samples for laboratory analysis to determine Like, Kind & Quality of flooring material
- Provide a full range of choices and flooring materials to best fit your needs.
- Create estimate & submit to your insurance company.
- Upon approval of estimate & your signed authorization to proceed, work begins
- Certified Flooring Network will monitor repairs to ensure timeliness, quality workmanship & resolve any concerns that may arise

Upgrades or additional repairs are **NO PROBLEM**.

Selecting upgraded materials or adding repairs beyond your insurance coverage will be at your expense since they are not part of your insurance claim. Our highly trained professionals are committed to your satisfaction & the job is not complete until you sign a Certificate of Satisfaction.

If you have any questions or concerns, please contact us for **IMMEDIATE SERVICE**.

Our Process: 1-8 24 Protocol

ONE (1) BUSINESS HOUR

Our Certified Flooring Expert will contact you within one business hour of the First Notice of Loss (FNOL) to schedule an appointment to evaluate the damages.

EIGHT (8) HOURS

The Certified Flooring Expert will be on-site in eight hours (or at your earliest convenience) to review the procedures with you, explaining what to expect and begin evaluating the damage.

TWENTY-FOUR (24) HOURS

Shortly after the inspection (within 24 Hours), the Certified Flooring Expert will submit a written estimate to your insurance claims adjuster. Upon approval, we will schedule work to begin.

Exceptions may apply under certain conditions, such as storms or other catastrophic events.

What Our Customers Say...

We've built our industry reputation on thousands of successfully resolved flooring claims and 94% of our customers would use us again and recommend Certified Flooring Network.

"Amazing & wonderful experience, even though it was a flood!"

Richard. W., Texas

"The floor installers were meticulous & great craftsman."

Jenny G., California

"The carpet & floor was the easiest part of finishing our repair, helpful & efficient."

Andrea L., Colorado

"Excellent to deal with— knowledgeable, excellent follow up skills and very courteous."

Sharon. L, New York

"...exceeded all our expectations. Very courteous & helpful. Explained the condition and process of the flooring extremely well. Superb overall."

Otgonchimeg O., Tennessee

Call Us At: **888.EZ1.CLAIM/888.391.2524**

• Carpet • Hardwood • Laminate
• Resilient/Vinyl • Sand & Refinish • Stone & Tile

Email Us At: **info@CertifiedFlooringNetwork.com**

Not All Flooring Companies Are The Same



The Certified Flooring Expert has been specially trained to help with your flooring claim at **NO EXTRA COST**.

What YOU Should Expect From A Flooring Contractor	CFRN	OTHER
Background Check	✓	?
Rapid Response	✓	?
Detailed on-site Loss Inspection	✓	?
Lab Tested Material for Like, Kind & Quality	✓	?
Customer Service Advocate	✓	?
3 Year Extended Warranty	✓	?
Licensed & Insured	✓	?
Approved by your Insurance Carrier	✓	?
Quality Name Brand Products	✓	?
Satisfaction Guarantee	✓	?

We understand insurance claims and will guide you through the process.

Visit Us At: www.CertifiedFlooringNetwork.com

Certified Flooring Network

The Insurance Industry's Flooring Experts™



Satisfaction Guarantee

Our team of certified flooring experts will ensure the job is completed in a timely manner and with the highest quality workmanship.



Extended Warranty

Certified Flooring Experts guarantee their work for three years. This is in addition to the material warranty provided by the manufacturer of the flooring product used.



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FRANCHISES AVAILABLE

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Flooring Damage?

Get Immediate Help.



Certified Flooring Network

Certified Flooring Experts™ trained to handle your insurance claim.



888.EZ1.CLAIM

The Insurance Industry's Flooring Experts™