

Thank you for your interest in a custom Nydree product. We take pride in creating a beautiful floor with your unique design intent in mind. Some of the parameters and capabilities to keep in mind before requesting a custom sample include:

Minimum: 2,000 s/f. For multi-location rollouts Nydree can produce smaller quantities if the total annual square footage exceeds 2,000 s/f. Nydree can hold material subject to a monthly warehouse fee and ship from a master order if paid for in advance.

Color: All custom colors are created using topical stains (not infused colors).

Species: Only species offered in the current Nydree line are available for use in the creation of a custom product.

Grade: Nydree does not cull out specific grade characteristics within species. To gain a better idea of what is apparent within each grade please review the product image online and/or any relevant notes on the appropriate product page at www.nydreeflooring.com. Extra flooring may be purchased and sorted on site to achieve desired look but the remaining material is not returnable for a refund.

Gloss: If you would like a gloss level different than the standard factory gloss level, Bona Prep and Bona Traffic may be used on site to achieve your desired look. Bona Prep and Traffic are available in various gloss levels and may be purchased at www.nydreeflooring.com. Please see related Bona instructions at <http://www.nydreeflooring.com/technical.html>

Fixed Lengths: \$3.50 per s/f up-charge and no minimum quantity. Please indicate the installation pattern on the purchase order so that fixed length products can be manufactured specifically for the installation pattern. See www.nydreeflooring.com for the patterns available.

Wire Brushing: 2,000 s/f minimum on custom color with wire brushing. Standard TEXTURE Collection wire brushed products are not subject to a minimum. Wire brushing is only available on Plainsawn White Oak.

Pricing: Custom products that meet the above criteria are subject to an up-charge based on the complexity of manufacturing the desired look. It is very important to obtain a budget price from your Nydree representative prior to the creation of a custom sample to ensure the product will fit in to the project budget. All custom samples produced are made free of charge but are made with the assumption that the product will be used on the project and will not be value engineered at a later date.

Sample Process: The request process requires 72 hours (3 business days) for approval from receipt of custom sample request form. If approved and all requirements have been met, a custom sample will be issued with a two to three week lead time. Please contact your representative to initiate the custom sample request process. Scanned approved sample (both sides of planks) must be emailed back to your Nydree representative. Note: individual non-approved sample planks may not be omitted from the scanned image of approved planks as Nydree does not cull material for grain, color, etc.

Overruns: All custom orders produce anywhere up to 10% extra material. Customer must take this material at the determined square foot price. This material can be used later for repairs if needed since repair orders will need to meet the 2,000 s/f minimum.

Payment: Custom orders are 50% prepay prior to production and 50% prepay prior to shipment. No refunds, exchanges, cancellations, or returns are permitted.