

# INTERNET SALES POLICY

**What about buying Somerset Hardwood Flooring over the internet?** Somerset offers both print and electronic media to the consumer for informational purposes. We do not, however, sell our flooring direct to the public, and our web site does not offer to sell our flooring on line. (We do offer our maintenance and touch-up products direct, either on our website or by phone).

Somerset sells directly to a network of carefully selected wholesale distributors who are independent businesses with inventory and knowledgeable staff to serve their customers. They sell to local dealers who provide those same services to the public. Somerset does not sell directly to anyone whose primary sales outlet is the internet. While there are any number of legitimate vendors who offer Somerset flooring online, we recommend you not buy Somerset products over the internet. It is difficult to be sure you are getting the product and service you expect when buying online, and we can do little to help resolve any issues.

Please buy Somerset hardwood flooring as a complete package of flooring and installation from your local dealer. We support these dealers with information and training to help assure you a quality result. Since these dealers are also independent businesses, we recommend you check to be sure your dealer is fully responsible for and qualified to meet your expectations.

Your choice of hardwood flooring is an investment that will add considerable value to your home, but only if it is properly selected, installed and cared for. That requires specialized and detailed knowledge and equipment to assure a successful installation and future performance, including a thorough analysis of your needs and site conditions before final flooring selection, and proper site preparation before installation. Your local flooring retailer is your best source for these services, as well as service after the sale should you have any questions. We manufacture flooring, but your local dealer or contractor must turn it into a floor that will add value and beauty to your home for years to come.