



INTERNET SALES POLICY

HF Design is a firm believer in the value of the internet as a resource for product information. Our website is designed with leading edge tools and information on both product and fashion. While the internet is a useful tool, photos cannot fully represent the impact of the product quality and visual; seeing and touching the product along with obtaining the service and expertise offered by a Local Authorized HF Design Dealer is the proven way to make your selection.

HF Design will not be able to maintain this high level of quality service through the internet. Therefore, all our products are only sold via Authorized Dealers. Only sales made through an Authorized Dealer will be fully warrantied.

WHY IS OUR FLOORING SOLD EXCLUSIVELY THROUGH A NETWORK OF QUALIFIED DEALERS?

SERVICE: When you buy our flooring you get the benefit of exceptional service, both at the point of sale and beyond. Our network of Authorized Dealers is made up of trained Professionals with expertise in sales and flooring installation. These Authorized Dealers will guide you through the purchasing process as well as provide technical support that is specific to each floor.

TECHNICAL SUPPORT: Authorized Dealers are educated on unique properties flooring to help ensure every floor gets installed according to Customer's expectation and needs. An Authorized Dealer will be able to provide you with all the technical knowledge needed to ensure proper installation.

SPECIALITY PURCHASE: Flooring is a product that you will be using daily and it is an important investment that will increase the value of your home for years to come. Buying your flooring from a trustworthy Dealer helps to assure that the people who sell, install, and service your floor are experienced, well-trained professionals.

INSTALLATION: Authorized Dealers can arrange for an experienced, well-trained professional to install your floor safely and in an environmentally responsible manner. Leaving your floor to the hands of an unqualified Installer can jeopardize the longevity and integrity of your floor. Warranty will also be voided for any floors that were not installed according to our Installation Guidelines. Authorized Dealers can assist you in finding experienced Installers who stand behind their work, helping to protect your investment.

SHIPPING ISSUES: Authorized Dealers do their best to make sure floors get delivered in the best conditions possible. This saves you the time from checking for damages done in the delivery process. If a product does get damaged, however, your Local Dealer will work with you in trying to resolve the issue.

PRODUCT QUALITY: Buying from an Authorized Dealer is the only way to guarantee that you are receiving authentic high quality HF Design products.

AFTER SALES SERVICE: Your Local Dealers are always glad to help you maintain your purchased flooring and carry out any repairs when necessary.

We go the extra mile to bring the most beautiful and durable flooring to every home and protect your investment. Please visit a local showroom today to see all the products we offer. To obtain more information or to locate an Authorized Dealer in your area, feel free to contact us at 833.433.3744 or sales@hfdesignllc.com