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Jeff,

Just wanted to take the opportunity to thank you for your assistance in resolving my flooring situation. As you know, my husband and I invested a great deal of time and money in the installation of new Brazilian cherry floors throughout my home. If only we had researched the qualifications of our installer!

When the flooring began to buckle within one month of installation, we knew there was a problem. We simply had no idea who was responsible for the problem. Our installer insisted that the wood was defective. And the manufacturer, Bella Wood, insisted that the installation had been done improperly. Since neither my husband or I knew anything about hardwood floor installation, we were in an unenviable position. Fortunately I decided to do some online research and found your website. At our first meeting I felt entirely confident that you had diagnosed the problem and proposed a workable solution.

While it took several months to get the situation resolved, I am confident that I would have been forced to litigate the matter without your assistance which would have resulted in further delay. Your obvious comprehensive knowledge made it crystal clear to my contractor and installer that (i) the installation was performed improperly, and (ii) that you would be able to convince a judge or jury of that fact. Without your assistance, because of my busy schedule I might have decided that the claim was not worth pursuing. This would have resulted in me paying to have the remediation work performed. Instead I was able to negotiate with absolute confidence because I knew that I would prevail if forced to litigate the matter.

Ultimately the contractor and I reached a settlement through which the flooring issues were largely resolved and I was compensated for all of my out-of-pocket costs (hotels, etc.). I am really grateful for your help and will happily refer you to anyone that I know with hardwood flooring problems!

Thanks again,

*Margot M. Jackson, Esq.*

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