



Decoxation now

# ENGINEERED WOOD Designer Series

WWW.GRIDFLOORS.COM





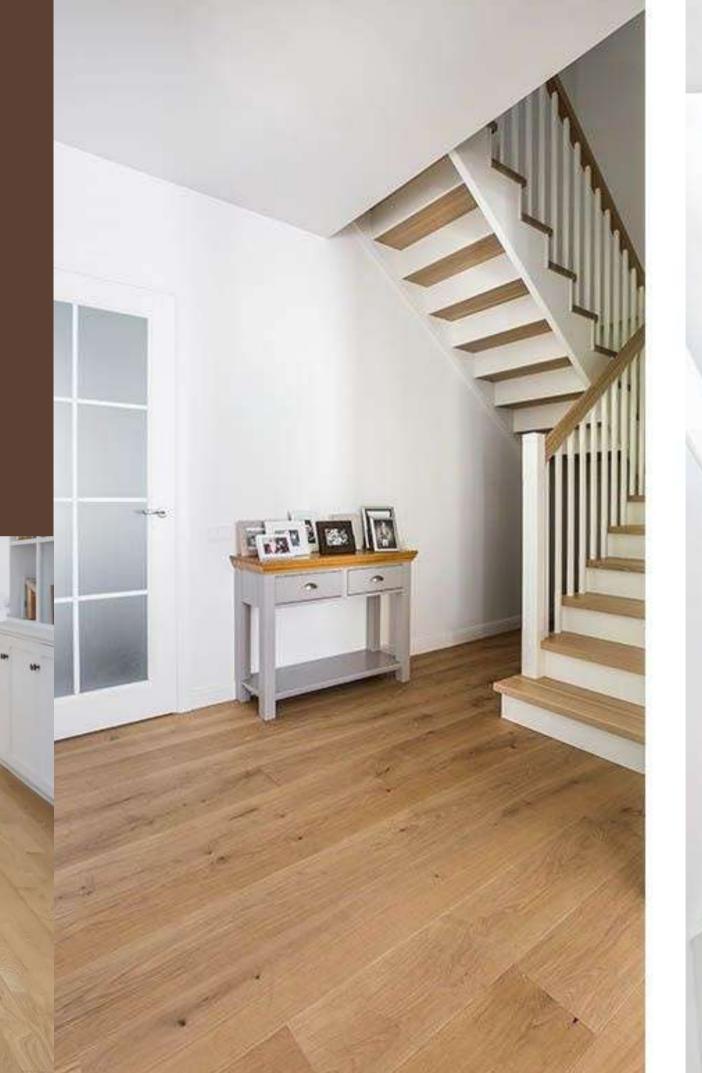
### WITH GRID FLOORS, THE POSSIBILITIES ARE ENDLESS

One of the beautiful things about a Grid Floors wood plank floor is the ability to customize it to your own specifications. We don't limit you to a narrow collection of styles or colors. It's an opportunity to shape your own unique masterpiece that reflects your very special sense of style; and it is easy with the expert guidance from a Grid Floors wood Plank Specialist who will help turn your vision into a reality.



#### NATURAL BEAUTY OF THE HIGHEST QUALITY

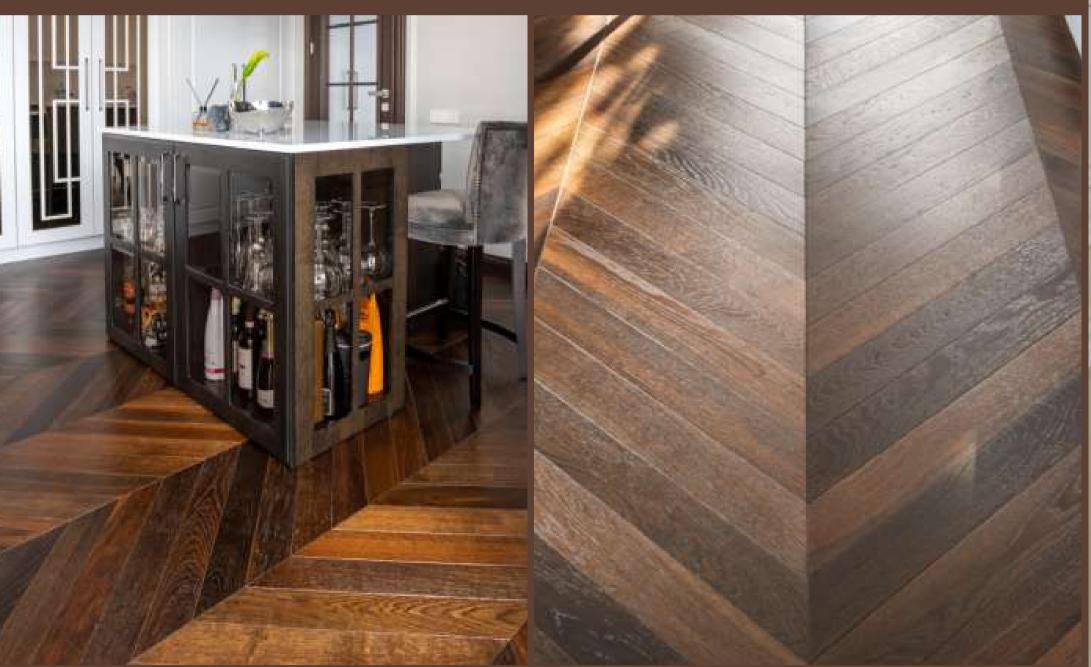
For over 30 years, Grid Floors Wide Plank Floors has handcrafted the finest wood floors in India – each one reflecting the natural beauty of the highest quality raw materials available. We take great pride in our time-honored processes, from sourcing the soundest and most reliable timber grown in all over world forests to embracing a level of craftsmanship equally at home with traditional rustic themes or with fashion-forward style.





## EVERY DETAIL OF EVERY FLOOR MATTERS

We believe that every detail of every floor matters – whether it's just the right shade of gray or the nuance of a hand-scraped edge, we collaborate with each client to define a personalized, custom-made floor. And while that floor may be selected from our extensive, curated Collections or be uniquely designed to match a specific vision, it will be realized in the same way: one plank at a time.





## HOW WE MEASURE OUR CUSTOMER SERVICE







At Grid Floors we understand that our customers are our best insight into how we are performing and what we can do to improve our process, products, and service.



#### YOUR FEEDBACK IS IMPORTANT

To achieve this, we send our clients a simple survey asking them to rate how likely they would be to recommend Grid Floors to a friend. These responses get built into our rolling Net Promoter Score that measures our client's overall experience working with us. Sometimes we get really lucky and someone takes the time to tell us a bit more about why they gave us a rating.





