



## **Frequently Asked Questions**

### **1. Who can buy flooring from Tuscanwood?**

Tuscanwood is a wholesale-only flooring supplier. We work directly with flooring dealers, builders, designers, and contractors. If you're a homeowner, feel free to contact us, and we'll connect you with an authorized dealer near you.

### **2. What types of flooring does Tuscanwood offer?**

We supply a curated selection of engineered wood, SPC (Stone Polymer Composite), and laminate flooring—designed to meet the needs of both residential and commercial projects.

### **3. How do I become a dealer?**

If you're interested in becoming a Tuscanwood dealer, please fill out our dealer inquiry form or reach out to our sales team. We'll get in touch to discuss partnership opportunities, pricing, and display support.

### **4. Do you offer product samples to dealers?**

Yes! Approved dealers can request free or discounted samples for showroom displays or customer presentations. Ask your representative for a sample kit or custom display options.

### **5. Do you ship nationwide?**

Yes, we offer nationwide shipping across the continental U.S. Delivery times and freight costs depend on your location and order size. We also offer LTL pallet shipping and warehouse pickup for large orders.

### **6. What are your lead times?**

Most in-stock orders are shipped within 2–4 business days. For high-volume or special orders, your sales rep will provide estimated lead times at the time of order.

## **7. What installation methods are recommended?**

Each flooring type has its best-fit installation method:

Engineered Wood: Glue down or nail down (some click options available).

SPC Flooring: Click-lock floating installation.

Laminate: Floating click-lock system.

Dealers receive access to full installation guides and technical data sheets.

## **8. Do your floors come with a warranty?**

Yes. All Tuscanwood products include limited manufacturer warranties, with specifics depending on the product line. Warranty details are available to dealers through your portal or rep.

## **9. Can homeowners buy directly from Tuscanwood?**

We don't sell directly to homeowners. However, we're happy to help you find a local authorized dealer. Just contact us with your zip code, and we'll connect you with someone who can assist you with pricing, samples, and installation.

## **10. Do you provide marketing support for dealers?**

Absolutely. We offer digital assets, showroom samples, brochures, and product training to support your sales efforts. Talk to your rep about co-branded marketing opportunities.