

## **REVIEW - MY THOUGHTS**

I made a contract with the flooring company, Empire Today, to change the flooring in the living room, dining room, halls, two bathrooms, kitchen, and utility room of my condo. The first contractor that Empire used for this project did an absolutely awful job which Empire Today verified as requiring a complete removal.

On August 15, 2017, Mr. Saul Alonso of G & A Flooring Masters was brought in by Empire Today to completely remove all the flooring and trim and start over. I was concerned that the re-do job might not be any better. When Mr. Alonso arrived with his assistant early in the morning on August 15, 2017 I walked him through the condo and showed him the terrible flooring job that had been done. Mr. Alonso assured me that he would remove every bit of flooring and trim and replace it with the same product I had ordered but this time it would be quality workmanship.

The Empire salesman had originally assured me that we would not have to change the existing trim because it was going to work well with what I had ordered. However, the existing trim did not work well and a different trim was required. Saul and his assistant put in two 12-hour days. They removed all of the poorly installed flooring and started from scratch. They went beyond what they had to do. Saul explained to Empire that the existing trim had to be changed to the new trim in the carpeted area of the master bedroom even though the flooring in the bedrooms had not been changed. They agreed and sent him three additional boxes of trim to complete the job. Saul called me at 8 PM to come and see the finished project. When I walked in it looked beautiful. Saul did an absolutely magnificent quality job. The new flooring was correctly installed and the trim in the entire condo matched.

I wrote this reviews other customers would know that when they hire Saul from G & A Flooring Masters they will have a spectacular job done. They will NEVER have to worry about a bad job when they use this company. In addition to the exceptional quality of his work, Saul is really a very nice guy who hears your desires and concerns and makes sure he accomplishes your goals.

Thank you so much for the amazing job you did.

Diane Klinkenberg  
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