



Certified Installation/Sand & Finish Professional Standards of Professional Conduct

As an NWFACP Certified Installation Professional and/or Certified Sand & Finish Professional, I subscribe, without reservation, to these Standards of Professional Conduct:

1. To deal with my clients with honesty and integrity.
2. To provide flooring services responsibly and in a professional manner.
3. To promote the merits of my services and reveal all the material facts without degrading competitors.
4. To address all call-backs or complaints in a prompt, courteous and professional manner.
5. To treat my client's property with respect and consideration.
6. To address any problems promptly and courteously.
7. To abide by the manufacturer's guidelines or NWFA Installation and/or Sand & Finish Guidelines if manufacturer's guidelines are not available.
8. To abide by all Governmental regulations and statutes.
9. To support the NWFACP and its goals and purposes toward advancing the wood flooring certified professionals program.
10. To, in the performance of my profession, commit no act that would discredit my profession or the wood flooring industry.
11. To abide by these Standards of Professional Conduct and recognize the NWFA Certified Professionals organization as the authority in all matters relating to interpretation and enforcement of these Standards, within prevailing legal limits.

I endorse the NWFACP Standards of Professional Conduct and understand that, pursuant to NWFA Certified Professionals organization bylaws, violation of any of these Standards can result in revocation of my Certified Installation Professional and/or Certified Sand & Finish Professional status.

Signed _____ Date _____

Print Name _____ Company _____