

DFW CUSTOM WOOD FLOOR REFERRALS: (We are members of the Dallas BBB) and also have (5) reviews on Angie's List with our most recent listed below to start off our referrals:

January 7th, 2014: Hand scraped wood floor installation we appreciate our client referrals!

Member: James Hays

10 Tennis Village Dr

HEATH, TX 75032

Category: Hardwood Flooring Sales/Installation/Refinishing

Services Performed: Yes

Work Completed Date: October 21, 2013

Hire Again: Yes

Approximate Cost: \$7,000.00

Description Of Work: Remove carpet and install wood floors.

Member Comments: David did a great job pricing, communicating, and installing wood floors in the living room and master bedroom. Everything happened as scheduled and there were no issues at all. The new wood floors are so much better than the existing floors that we will have to replace the existing soon to match.

Share on Band of Neighbors: Yes

December 13, 2013: I consulted with Keith as he had issues with his installer we did not do his work!

Member: Keith Reisler

3108 Midway Rd

Ste 205, Plano, TX 75093

Category: Hardwood Flooring Sales/Installation/Refinishing

Services Performed: Yes

Work Completed Date: October 24, 2013

Hire Again: Would hire DFW Custom Wood Floors not the installer we used!

Description Of Work: David advised me throughout the whole process while we used another contractor we used we had issues with even though he did not do our work!

Member Comments: I recently bought and moved into a new house in West Plano. I asked Dave to bid on the renovation but before I even had a chance to respond **I was talked into using my realestate agent's floor guy. Big mistake. I should have used Dave.** The other floor company provided minimal communication. There was one screw up after another. They didn't acclimate the wood properly. They claimed that they were using a higher grade wood than they really did. They never told me that they would lock my dishwasher in among many other major issues. **Amazingly Dave called me to check on me and when I told him I wound up going**

**with the realestate agent's friend, he continued to check on me to make sure that the project was going well. This was quite amazing. Did you all hear what I just said. Let me say it again. I went with another company by mistake and Dave continued to call me and check on me.** He made himself totally available to me to help me deal with this other incompetent company and tell me what questions to ask and how to resolve the problems. He walked me through the rest of my installation with solutions for all of the other companies problems. I can't tell you how important proper communication is during this process and Dave will provide this completely. He also offered me the opportunity to see other houses where he had replaced floors. He is obviously extremely competent and will do you right. Please watch his video on his website as I did and it will all be quite obvious. Dave earned this review even though he didn't do my floors. If I ever did this again I would call him immediately. I owe this man and thus the review.

Share on Band of Neighbors: Yes

12-1-13 We did this full house installation months back in Plano

**From:** Alan Dalier [mailto:Dalier@msn.com]  
**Sent:** Sunday, December 01, 2013 1:31 PM  
**To:** David Snell; David  
**Cc:** Ann Dalier  
**Subject:** Angie's List Review

David,

Sorry it has taken so long to write this review - we found the house has many more problems than we realized. Below is a copy of our review - not sure how long it takes for Angie's List to include it, but I am sure it will appear shortly. Have a Merry Christmas and a Prosperous New Year!

Alan & Ann

### **OUR REVIEW:**

Before we purchased a house in Plano, we knew that we were getting into a lot of work as the house needed repair in many areas.

We knew that we were capable of accomplishing most of the work, however, the flooring was a total mess. There was carpeting which was dirty beyond cleaning, frayed and stained. The wood laminate flooring was worn and scratched and there was tile flooring that needed to be replaced.

This was one area which really needed to be handled by a professional. We searched Angie's List comparing the quality of workmanship as identified in their very informative consumer reviews along with the companies web sites which further elucidated their offerings.

After reviewing several companies we decided on, as far as we are concerned, the best of the best - that being DFW Custom Wood Floors. All I can say, David Snell and his Quality team of installers proved to us that we could not have made a better choice. To begin with, this was a larger job for David, as we needed about 90% of our flooring replaced. This required the removal of carpet, tile and laminate flooring. The work was extensive.

Their workmanship was excellent - they used high-quality hardwood boards which were perfectly fitted, finished and sealed. We had several options for color as well as degree of the hand-scraped finish we wanted. David was very helpful in making our decision by providing actual stained and scraped finishes for us to choose from.

I encourage you to visit their web site where you will find videos and in-depth information explaining the extensive preparation and installation process they employ.

Best of all --- their pricing was very reasonable for a true hand-scraped, hardwood floor!

A big Thank You to David and his team! Alan & Ann Dalier

Review Date: October 14, 2011 I consulted with Susan to help her with a situation another contractor created we did not do her work!

Member: Susan Swigart

6721 Brandt Lane

FT. WORTH, TX 76116

Categories: Flooring Sales/Installation/Repair

Hardwood Flooring Sales/Installation/Refinishing

Services Performed: No

Work Completed Date: October 03, 2011

Hire Again: Yes

Approximate Cost: \$1,500.00

Home Build Year: 1962

Description Of Work: **To refinish a brand-new white-oak floor that had been poorly finished by another vendor.**

Member Comments: Dave was phenomenally accommodating with advice through our ordeal over our new floor that had gotten messed up by another vendor/installer. He was very generous with this time and sympathy, as we struggled to find the next-right-thing to do over our kitchen floor. His interest and concern was obviously genuine that our problem be resolved to our satisfaction. We ended up not using him because he is in Frisco and we are on the west-side of Fort Worth. Dave could not have been more gracious, professional, and supportive. Given the right circumstances, I would absolutely use his services.

Review Date: September 07, 2012 one of our early floors from back in 2008 Kurt still refers us!

Member: Kurt Davis

18099 Grandview Dr.

Forney, TX 75126

Category: Hardwood Flooring Sales/Installation/Refinishing

Services Performed: Yes

Work Completed Date: February 01, 2008

Hire Again: Yes

Approximate Cost: \$20,000.00

Home Build Year: 2001

Description Of Work: David's crew installed over 2200 sq ft of hand scraped oak flooring in our home. This included a stairway and new oak quarter round as well. David was very up front about costs, time involved and the mess.....yes it can get a little dusty in the house. I have recommended him to friends many times and know of several cases where they have contracted with David after meeting with him. If I need this type of flooring in the future, he will be my first call.

6-16-13 We installed two rooms for Bob and Lynn near Lake Lewisville, Bob is a SWA Pilot

From: Lynn Clark [mailto:jetwife@me.com]  
Sent: Sunday, June 16, 2013 8:56 PM  
To: David  
Subject: Re: Bid Request From DFWCustomWoodFloors.com

David, sorry I overlooked your email! We are really enjoying the floors and they have gotten lots of compliments! Thanks again for a great job.

Lynn

6-1-13 We installed hand scraped wood floors in most of his house he was remodeling/Rockwall

From: Ron Shelton [mailto:rshelton@amcapt.com]  
Sent: Saturday, June 01, 2013 8:57 AM  
To: David Snell  
Subject: Re: Thanks how are the floors ?? Hope you like them! RE: DFW Custom Wood  
RON SHELTON 4-5-13

David,  
So far so good. We are very happy with the work and floors. Great job!

6-1-13 We did work for John last year this was his second time to use us re hand scraped

**From:** John Schilsky [mailto:johnschilsky@gmail.com]  
**Sent:** Saturday, June 01, 2013 8:40 AM  
**To:** David  
**Subject:** David Snell

Floors look great David. We are enjoying them. Please use us as a reference if helpful to you

Regards

John

John Schilsky  
214 403 7245

3-27-13 Did two rooms in hand scraped wood worked with client on specific scrape they wanted

**From:** Steven.Teddy@Parallon.net [mailto:Steven.Teddy@Parallon.net]  
**Sent:** Wednesday, March 27, 2013 2:19 PM  
**To:** david@dfwcustomwoodfloors.com  
**Subject:** Teddy Referral

David,

Great job on the floors and just as great of a job on the customer service. Your staff were very friendly, understanding, patient, experienced, trustworthy and professional. Furthermore, they were fast. Expected the project to take 4 days and you completed in 2. While parts of the scrape of the floors were a little off than what we expected at first, KUDOS to you on making it right. **We really appreciate you doing what it takes to make the customer not only happy, but satisfied. Most companies would make excuses, but you worked with us to find a solution.** We appreciate you throwing down stain colors on our own floors to see how it looks in our light before choosing a stain. Doing so, made us really pick the right color for our house. As a result, the floors look great and we would be more than happy to refer you and your company to others. In fact, Amy has already given your name and number to some of her colleagues. Thanks again!!

**Thanks,  
Steve**

3-27-13 **We did a large matching job where we had to "lace in" the new wood from the new living room into the wide open existing hallway. Blending both stain/poly to match to make seamless/Frisco**

**From:** Mandy Rybicki [mailto:mando\_cpa@yahoo.com]  
**Sent:** Wednesday, March 27, 2013 7:57 AM  
**To:** David Snell  
**Subject:** Re: Thanks hope you like the floors

Hi David –

No problem at all if someone might want to see the floors. Just have them shoot me an email and I will coordinate.

**Referral:**

***I highly recommend DFW Custom Wood Floors! We recently had David and his team extend hand scraped wood flooring in our home into our kitchen, family room, master bedroom/closet, and several hallways (1,500+ sq. ft.). The job was challenging because it required them to lace in and matching 7 year old flooring in a large entryway where the transition could be difficult to hide. I was definitely leery that anyone could do it and have it***

***not be noticeable. David gave me the confidence that they would be able to do an excellent job and accepted the challenge. We could not be more pleased with the result. The floors look fantastic! Both the overall color match and lacing in at the transition points from new to old wood turned out fantastic and as David can attest I am hard to please. Ricardo and the team were a pleasure to work with. Ricardo knows his craft very well and how to conquer any obstacles. We were very pleased with the experience and would definitely recommend and use DFW Custom Wood Floors in the future without hesitation!***

Thanks,  
Mandy

3-15-13 We refinished and installed flat wood floors in this Lakewood area home

-----Original Message-----

**From:** Zach Hill [mailto:ZHill@addaxminerals.com]

**Sent:** Friday, March 15, 2013 5:07 PM

**To:** David

**Subject:** RE: How are the floors: FW: DFW Custom Wood ZACH\_ HILL 2-13-13.docx

Look good feel good.

Glad we did the kitchen and office.

2-6-13 We did a room or two for this Frisco home in hand scraped wood

**From:** Ryan Kowieski [mailto:rkowieski@hotmail.com]

**Sent:** Wednesday, February 06, 2013 7:49 AM

**To:** David

**Subject:** RE: How do you like the floors? FW: DFW Custom Wood RYAN KOWIESKI 1\_16\_13.

Hi David,

We're very happy with the work, by the way, and I posted a nice recommendation for your company in our neighborhood's Facebook group, so hopefully you'll start getting some calls from our area.

Thanks again,  
Ryan

2-2-13 We did all rooms minus kitchen in this Saginaw/Ft Worth home

**From:** Colleen Flake [mailto:c.flake@att.net]

**Sent:** Saturday, February 02, 2013 2:51 PM

**To:** David Snell

**Subject:** Re: Thanks for recent wood floor install how are you liking them? RE: BID: DFW Custom Wood COLLEEN\_11\_29\_12.docx

Hi David!

The floors are great. Every visitor to my home comments on how beautiful they are. Of course, I tell them DFW custom wood floors installed them.

I am finding the floors to be very "sturdy". They really stand up to the furniture and do not scratch easy. I do not think I have a scratch yet. They are also easy to clean with a swifter type duster and the bona.

My dad, who was a builder for 30 years, said he really liked them. **Also, we both thought it was so much better to have a floor that can be refinished, once needed, and many times vs. engineered wood which can only be refinished once, if even that.** Of course you know I was also quite opposed to having planks glued to my foundation. I think the board on board method is so much better for our finicky foundations here in North Texas.

So, overall I am quite pleased with the whole experience.

I'm not quite finished with moving in (soon) but once i get everything situated, you are welcome to send new clients to take a look at my floors!

Colleen Flake

[12-16-12 We did several rooms in this Frisco house in hand scraped wood floors](#)

**From:** Rand, Steven [mailto:RandS@friscoisd.org]  
**Sent:** Sunday, December 16, 2012 11:16 AM  
**To:** David Snell  
**Subject:** Cleaning

Hey

First, Ricardo did a great job! Floor looks great. Second, what should we use for cleaning? Bona?

[7-29-12 We did matching hand scraped wood floors to existing floors they had](#)

**From:** Mike Evans [mailto:Mike@cathedralrock.com]  
**Sent:** Monday, October 29, 2012 2:02 PM  
**To:** 'David Snell'

**Cc:** david@dfwcustomwoodfloors.com; 'Sue Sarris'  
**Subject:** RE: Thank you/final payment balance

David, I'll put a check for the balance in the mail to you today. Regarding our thoughts on both your guys and their work quality, we are thoroughly delighted. I know Sue expressed her satisfaction earlier, but please feel free to put us on your reference list. Our best to you!

Mike

10-22-12 We did matching floors to existing hand scraped wood floors

**From:** Gary Wells [mailto:wells.gary@verizon.net]  
**Sent:** Monday, October 22, 2012 7:45 AM  
**To:** David Snell  
**Subject:** Re: Thank you re matching existing hand scraped wood floors:

Thanks David!

My wife and I love the floors. Your guys were very enjoyable to work with. I will definitely recommend to others. Check will be in mail today.

Thanks,  
Gary

10-15-12 We did a room or two with **stair case** in hand scraped

**From:** Patrick Estep [mailto:patrick.estep@verizon.net]  
**Sent:** Monday, October 15, 2012 11:18 AM  
**To:** David  
**Subject:** How do you like the floors?

Everyone loves the floors/stairs!!!

10-15-12 we did majority of his downstairs in hand scraped wood floors/Frisco

**From:** Manish Patel [mailto:mpatel4094@gmail.com]  
**Sent:** Monday, October 15, 2012 7:52 AM  
**To:** David  
**Subject:** Re: Hope you are liking the floors

David hand his crew did a fantastic job on our house. We replaced all the carpet with hardwood floors. David made the process easy and affordable. They completed the job in a little over a week and the results are amazing. Thank you, David for installing our hardwood floors. I've recommended DFW Custom Wood Floors to all my friends!

-Manish

9-10-12 We did a few rooms in hand scraped wood for this client

**From:** Ann Handren [mailto:annhandren@gmail.com]  
**Sent:** Monday, September 10, 2012 9:19 AM  
**To:** David Snell  
**Subject:** Re: Thank you for the wood floor work

We love the floors! They turned out great and Ricardo took care of the door for me. Thank you for the follow up and I will call you again when we decide to take care of the rest of the wood floors!

Thanks again

Ann Handren

9-3-12 This client did recently use us (in 2013) for 2nd project he mentions below: Southlake/Colleyville

**From:** John Schilsky [mailto:johenschilsky@gmail.com]  
**Sent:** Monday, September 03, 2012 10:59 PM  
**To:** David; Schilsky, Angela  
**Subject:** Re: Thanks here is what I show as final due! RE: Check

David

Floors look great- everyone at the party yesterday complimented how amazing they look. Thank you for the fast turn around and excellent results.

If you want to take pictures for the website or presentation - let Angie and I know.

We will probably want to have upstairs TV room and hallway completed in 2013 - will let you know.

Best Regards

John, 214-403-

8-10-12 We did a matching floor to his existing hand scraped in Castle Hills

**From:** Matt DeSmet [mailto:mattde@mfwestern.com]  
**Sent:** Friday, August 10, 2012 6:48 PM  
**To:** David  
**Subject:** Re: FYI

Floor is awesome they did great job. We are very happy.

Matt DeSmet  
M&F Western  
[matt@mfwestern.com](mailto:matt@mfwestern.com)  
Cell: 214-673-

8-9-12 This is a report from a client during a installation

From: bh6800@att.net [mailto:bh6800@att.net]  
Sent: Thursday, August 09, 2012 9:40 AM  
To: David Snell  
Subject: Re: BID: DFW Custom Wood BEN\_7\_24\_12.docx

Hello David

Hope all is well! I wanted to check on the progress of the floors. We dropped by last night and they look great! Perfect color stain and everything! Let me know when we would be able to walk on them. Thanks again!  
Ben

7-28-12 We did matching hand scraped and refinished existing hand scraped wood floors in Frisco/Trails

From: Beth Ricci [mailto:bethlgla@hotmail.com]  
Sent: Saturday, July 28, 2012 9:14 AM  
To: David  
Subject: Re: Thank you for having us do your floors! FW: DFW CUSTOM WOOD FLOOR REFERRALS

We are extremely pleased! We absolutely love our floors. They turned out to look as beautiful as we had hoped. I will definitely refer anyone I know looking to do flooring to you. Thanks again!!

7-23-12 We did matching hand scraped with the grain for this dentist and he referred us to his friends 2000 + sq ft job in Granbury

From: Cory Jaetzold [mailto:coryjaetzold@yahoo.com]  
Sent: Monday, July 23, 2012 7:55 AM  
To: David Snell  
Subject: Re: Thanks for referral to your friend in Granbury.....

Dave said your crew was starting his house today. Glad to see you guys were able to do business. I know your guys will do a top notch job, and Dave will be

much happier with your product than any of the other options he was considering. Have a good week brother.

CBJ

7-21-12 We did most of the first floor in heavy hand scraped wood floors in Prosper

**From:** Eric Coachman [mailto:eric.coachman@att.net]  
**Sent:** Saturday, July 21, 2012 6:18 AM  
**To:** 'David Snell'  
**Subject:** RE: Thank you for your business! Hope you like your new floors!  
Hi David

Sorry for the delay, yes we love the floors they couldn't be better. I passed out your cards to several co-workers. They are interested in getting their floors done. So hopefully they will be calling you soon. I told them to tell I sent them. And I look forward in doing more business with you in the future.

Eric and Ligeia Coachman

7-1-12 Mistie Snowden we did a living room/hallway in hand scraped

**From:** Mistie Snowden [mailto:mistiesnowden@gmail.com]  
**Sent:** Sunday, July 01, 2012 12:16 PM  
**To:** David Snell  
**Subject:** REFERRAL client viewing request please! RE: Heavy scrape more of a mahogany note fire place

Yes, looks like they got everything taken care of. Put check in mail Saturday afternoon. So we should be good. Thanks much! Floors look great!!

Guys did a great job!

Mistie

6-12-12 Sourav Kumar did most of his downstairs in hand scraped wood floors

**From:** Sourav Kumar [mailto:sourav75@gmail.com]  
**Sent:** Tuesday, June 12, 2012 11:47 AM  
**To:** david  
**Subject:** Re: Thanks for the final check hope you like the hand scraped wood floors! ! RE: 2299 Mackinac Dr

Thanks David.

The floor looks really nice. Thanks for getting a great floor ready in such a short time.

Sourav~

6-10-12 Ann Berard few small rooms Wylie area

From: ann.berard@tx.rr.com [mailto:ann.berard@tx.rr.com]  
Sent: Sunday, June 10, 2012 8:46 PM  
To: dsnell@grandecom.net  
Subject:

We are very happy with the final result. The floors look great!

Please confirm that my final balance is \$4384.80 and I will mail the check tomorrow.

Thanks!  
Ann

6-4-12 Greg Whiteman single floor hand scraped in Wylie

**From:** Greg Whiteman [mailto:gawhiteman2008@yahoo.com]  
**Sent:** Monday, June 04, 2012 5:41 PM  
**To:** dsnell@grandecom.net  
**Subject:** Re: REFERRAL client viewing request please! RE: Heavy scrape more of a mahogany note fire place

Hey David.

Sure. We'd love to show off your work. We're here all week. We're pretty open. But probably anytime after 11am would be best.

Greg

401 Fairway Bluff Dr.  
Wylie, TX 75098  
(469) 358-

5-21-12: Irish Burch pending new client viewed our work at a past client from 1.5 years ago:

Hi David,

Just wanted to check in and let you know that we were able to go by Erica's house this weekend. Her floors were amazing. So much so, my husband is thinking about adding our bedroom and adjoining hallway (both areas are carpeted right now) to the project. We did a rough measurement (longest part x longest part) and it came out to about 288 square feet.

5-8-12: Past client we did hand scraped wood floors for nearly 1200sq ft/Allen:

David,

I have given your info to two of my friends. We recently had a big party and they liked how our floors looked and wanted to look into getting a quote from you.

Regards,  
Sara

3-21-12: Tish Atchison/refinishing job on a hand scraped floor with the grain nearly 1700 sq ft

OMG...so sorry for not getting back to you sooner....CRAZY!!!

We absolutely love our floors! They look fabulous and better than when they were brand new. The crew did an excellent job...very professional, skilled and trustworthy.

We are happy to recommend you and your team to others and would be happy to be a reference.

Thanks!  
Tish

2801 Lakeview Drive  
Prosper, TX 75078

3-18-12: Robert Paris recent hand scraped wood floor client:

David,

Sorry for the delay....this week was hectic. We really like the new floors. We would definitely give a positive review of your company and the work that was done. Take care and have a good one.

Robert

3-12-12: Recent Frisco based hand scraped wood flooring client with nearly 1000 sq ft.

David,

We just want you to know how much we LOVE our new floors! Since we have a toddler and expecting a new baby we choose to leave town while the installation took place. When we returned we were amazed at the transformation that had taken place. The stain and scrape are exactly what we asked for. We could not be happier and so pleased we had DFW Custom Wood Floors do our new floors.

Thank you so very much,  
Jennifer and Andy Yandell

3-8-12: Greg Whiteman recent hand scraped wood flooring client in Murphy:

Hi David.

We just love, love the floors! Your guys did an awesome job and banged it out quick. Unlike other flooring businesses, I like how you bring the wood into the home 1 week prior for acclimation. This makes it much easier on us rather than being displaced from our room for a week after initial installation of the floor and prior to scraping. Very smart!

You were very easy to work with. **You certainly are very knowledgeable and have a knack of what your customers are looking for. I was uncertain on the wood grade, stain and sheen of the poly, but trusted your judgment. I'm glad I did! You were right on the money my friend!**

**It was a pleasure working with you! I appreciated the constant communication and prompt responses. How refreshing! You will certainly earn my business again when I'm ready to do my other 2 rooms.**

Thanks again and thank your crew!

Greg

3-7-12: Josh Carpenter added new hand scraped wood floors to match to his existing wood floors:

"I hired David and his crew to add additional flooring to my existing hand scraped wood floors. I had a larger and difficult area that required time and skill so that the floors would match. They did an outstanding job and I couldn't be happier. I would highly recommend this company as their professionalism was only out outweighed by their skill and attention to detail."

Josh Carpenter

2-22-12: Kim Rinaldo did hand scraped wood floors in her living room/office/Prosper:

Sorry for the late response both the kids and myself have been sick with all the weather changes so it has been a little crazy around here. We are definitely loving the floors. I Love that I come down the stairs in the morning and am still just in awe of how gorgeous they look. We cannot wait to get some furniture and TV in there so we can really start enjoying them on a daily basis. Overall we are definitely satisfied with the turnout and so glad we sucked it up and spent the money, we know it was definitely worth the investment.

Kim

2-9-12: Lynn Holton/Frisco, she had polyurethane issues with her hand scraped wood floors that I helped her fix for free to help her....we did Not do her floors:

Im very happy and so thankful. I definately cant afford any big jobs now. But will definately keep you in mind for my daughter.

Thanks David,

Lynn

1-27-12: Nancy Collins/Frisco, we did hand scraped wood floors and her wooden staircase

David,

Thanks for everything! I would be happy to show off my floors to any potential clients. Here is my referral.

I am so pleased with DFW Custom Wood Floors! David's pricing was more than fair compared to some of the flooring stores in this area. The crew did a wonderful job on my floors and curved staircase! I have received many compliments on how beautiful they look. The crew was conscientious about making sure everything was to my satisfaction. They were courteous, worked long hours, and cleaned up after themselves! There is no doubt that I picked the right company to install my wood floors!

Nancy

12-8-11: Stu Myhill/ NEAR DENVER CO. He requested that we go scrape/stain his floors liked our work:

David,

Very Very happy. I do need to talk to you about cleaning. I'll call you later.

Stu Myhill/Cell 415-307-4531

10-17-11: Kim Snyder we did her entire house in hand scraped wood floors:

David,

We LOVE our floors. It made such a difference in the feel of the house. I'm enclosing a before and after for you. Thanks to both of you for the quick and painless job. The team was so professional and easy to deal with and did an absolutely fantastic job. The difference between our floors and ANY other off the shelf product is night and day. You have a very happy customer.

Kim

**1-24-11: A&E's "SELL THIS HOUSE" NATIONAL TV SEGMENT WE DID IN AUSTIN  
SEE OUR WEB SITE FOR VIDEO/PICS: PRODUCER CHUCK OFARRELL:**

Thanks David. The floors looked magnificent and made for an awesome transition from old and weird floors to spectacular new wood ones with great design appeal. I will start writing the show in the next

couple of days and may hit you up for some more info. Please thank your entire crew for us, they did an incredible job in a short amount of time. This episode promises to be one of our best.

Thanks again.

Chuck

10-20-10: Rick Murillo/Frisco, we installed 1800 sq ft of hand scraped wood floors and helped him with water damage that he had after their dishwasher leaked:

We found DFW Custom Hardwood Floors through Frisco Online. We trust Frisco online for recommendations for reputable local businesses. We called David and he promptly came over to give us an in home estimate. After our home consultation, David offered to show us his home to see the workmanship of the floors (scraping, color, and board size). We were then able to decide what type of floor we wanted to choose for our house. We had a very large project. We wanted to take out our existing engineered hardwood floors and install new hand scraped floors. David told us the floor would be done in three weeks. Work commenced and they completed everything in two weeks. The workers were very courteous and professional. When they were done with the floors, they cleaned up the mess, and we were very satisfied with the work. We couldn't be happier with the service and the beauty and quality of our floor.

Recently, our dishwasher broke. We were having trouble getting the old one out in order to install the new dishwasher, so we called David to help us remove some of the wood planks. Even though it was not David's responsibility to fix the problem, he was happy to help us. He brought his crew over and removed enough boards to free the dishwasher. After the dishwasher was installed, the crew came back and put new floor boards down, scraped them, and stained them. The floor looks fantastic!! We couldn't be more pleased with the service. David is a great guy and we highly recommend his company.

10-20-10: Referral from Rick's wife re the letter they wrote found above:

David,

Please find attached a referral regarding the hand scraped wood floor work and recent repair you did in our house. We wanted to thank you for the floor work done last year as well as recently taking care of the dishwasher issue although it was not your issue to be concerned about. To take care of it for free even better. Please do not hesitate to call upon us with any future potential clients of yours who would like a referral or to see your work done in our house.

Sincerely,  
Candice Murillo

9-28-10: Stuart Hoskins had us add hand scraped wood floors all over his Dallas house:

September 2010

I wanted to write to express how impressed and delighted we are with the new floor installation, as well as the level of service and attention to detail provided.

Installing hand scraped wood floors is a serious decision and investment for any homeowner, David provided excellent estimates in terms of costs, time to install and answered all of our questions.

Communication during the work and the follow up was exemplary. The installed floors, as well as the new stairs look fantastic. We highly recommend to anyone who is looking to improve their home with wood flooring to contact David at DFW Custom Wood Floors.

We spoke to several local installers and none impressed us as much as David, he and his crew are polite, prompt and trustworthy. All of the work was completed on budget and well within the estimated time.

David and his team provided truly excellent work, coupled with genuine top notch customer service. We will certainly be engaging him for the next phase of our house improvement.

Stuart & Elizabeth, Dallas

1-5-10 Jeff Lamb/Frisco we did around 1000 sq ft of hand scraped:

David,

We love our floors! We also love the fact they were completed in five days.

Thanks again,

The Lambs

12-22-09: We did hand scraped wood floors and helped him with OLD floors other contractor would not call him back to help out with issues they had:

Hi David,

Man, thank you so much for helping with the new hand scraped floor in our guest room. It looks fantastic and the work is top notch! I wish I would have called you 1st when I did the living room. I let the "other guy" do the floors and we were left with repairs that needed to be made and he wouldn't return our calls for months! You made most of the repairs when you came out to bid our upcoming jobs, free of charge! Not only that, but you finished our guest room in 2 days and the work was even better than the folks that took 2 weeks. I would be more than happy to talk with any potential customers about your excellent quality and professionalism from start to well beyond completion of the job. Also, I would gladly show my floors to anyone that wants to see your work. As soon as I finish the remodel in my master bath, I will have you over to finish all of the other floors that we discussed. Again, it was so refreshing to deal with a person that not only did EXACTLY what he said he would but that returned every phone call and e-mail promptly. I couldn't be any more happy with the outcome and will recommend you highly to anyone looking for very high quality professionally installed hand scraped hardwood floors. Thank you my friend. Merry Christmas and have a great new year. I'll talk to you in '10!

Thank you sir,

Brian Beard