

Wyatt,

I want to add one clarification to the demand letter I sent.

We are not seeking a refund while intending to keep or benefit from the floor in its current condition. Even though you have characterized the installation as complete, successful, and normal for the selected flake size, we do not agree with that assessment in any way. The reason we are pursuing a refund or payment toward correction is because we believe, and multiple contractors who have reviewed the work have also indicated, that the installation is not safe or suitable for normal everyday residential use.

The finished floor surface is too rough and abrasive to walk on safely without protective footwear, and it has already caused cuts during normal contact. In our view, that alone makes the installation unacceptable for a residential garage.

We have also been advised that the condition of the trim boards, ledges, stem walls, and adjacent finished surfaces is not simply a cosmetic issue. Epoxy and flake material was applied onto those areas and hardened in place, creating buildup, irregular edges, and altered finished surfaces. We consider that damage to finished areas of the garage that will require corrective repair or restoration.

Correcting this installation will cost more than the \$3,498.00 we paid Lotus Concrete Coatings. This additional cost would not have been necessary had the installation been completed correctly and in an acceptable, professional manner the first time.

Our intent is to have the garage floor redone by another qualified professional, including correction or restoration of the affected trim, ledges, stem walls, and adjacent surfaces. The condition of the installation is significant enough that we do not believe it can reasonably or safely remain as-is.

Ryan