



Ryan [REDACTED] <[REDACTED]>

Garage Floor

Wyatt Stewart <[REDACTED]>

Tue, Apr 28, 2026 at 4:04 PM

To: "[REDACTED]" <[REDACTED]>, [REDACTED]

Ryan and Katie,

I'm sorry to hear that you're now feeling dissatisfied with the epoxy flooring. When the project was completed, you inspected the floor and left a 5star Google review, so I was surprised to learn about the new concerns. I returned promptly to evaluate the floor in person. During that visit, we identified two small areas (approximately 3" x 1/2") where the floor had not received flake. I acknowledged responsibility for those isolated areas and stated I would correct them.

Regarding the overall texture, the surface condition is consistent with the flake size system you selected. Larger flake systems are inherently more aggressive in texture and are offered at a lower price point than finer flake alternatives. This was explained during the estimating process and again during the site visit. Texture resulting from the chosen system does not constitute a defective installation.

The garage stairs were not included in the written estimate and were not part of the contracted scope of work for \$3,498.

At no point did I state that the installation was defective or refuse to stand behind my work. To the contrary, and solely as a goodwill effort (not an admission of fault), I am willing to sand the surface and apply an additional topcoat to the garage floor at no cost to you.

This offer is intended to help improve the feel of the surface while maintaining the system originally selected. This will not change the flake texture due to the size chosen, but it may help smooth the feel and further protect the coating.

I do not agree that the floor requires full removal or replacement, nor is a full refund of \$3,498 warranted under the circumstances. Likewise, I do not agree to reimburse third party contractors selected or controlled outside my involvement.

If you wish to accept the previously offered nocost corrective work, please confirm in writing and it can be scheduled accordingly. If this offer is declined, the project will be considered complete per the original agreement.

I prefer to resolve this matter professionally and without further escalation.

Sincerely,
Wyatt Stewart