

## **FINAL DEMAND FOR COMPENSATION AND CORRECTIVE RESOLUTION**

Wyatt,

This correspondence serves as formal notice regarding the defective epoxy garage floor installation performed at our three-car garage.

We paid you \$3,498 for what was represented as a professional coating project. In addition, website development services were also provided as part of our overall arrangement.

After the coating was cured, it became immediately clear that the installation was materially defective. The finished surface is excessively rough, abrasive, uneven, and unsafe for ordinary household use. Sharp protruding flakes and ridged areas have scratched and cut hands and feet during normal contact.

Further, portions of the discussed project scope, including the garage stairs, were not completed. In addition, portions of the floor and stem walls are unfinished or appear to have little to no epoxy or flake coverage, exposing visible concrete beneath.

The workmanship was also performed in a careless and visibly sloppy manner. Areas that should have been properly masked, taped, and cleanly finished were instead coated with epoxy and decorative flake material onto adjacent wall and trim surfaces. Finish lines are unclean, transitions are poorly executed, and the overall appearance is far below reasonable professional standards.

An independent contractor who regularly performs garage floor coatings for homes built by our builder inspected the project and advised that the installation was improper and looked like “a mess.” He also noted inconsistent flake distribution and visible color variation from the front to the rear of the garage. We were further advised that a properly installed coated floor should not be sharp enough to scratch or cut skin during normal contact.

He also advised that coating epoxy onto the trim boards and applying flake material onto the bottom 1–3 inches of trim is unacceptable and should have been properly masked off before application.

Parts of the garage now require repainting, correction, and additional contractor labor at further expense.

This garage was intended to serve as a home office and functional workspace, which you were aware of before beginning the project. Instead, the space has been left defective, visually compromised, and not fit for its intended use without corrective remediation.

You were promptly notified and given the opportunity to inspect the work.

When you came to look at it, you seemed to think that the installation was fine even though it cuts your feet and hands just from walking on it or touching it. Rather than fully correcting the defective installation at your expense, you proposed a limited repair consisting of sanding portions of the main floor and applying another coat, while stating that major defective areas such as the stem walls and ledges could not be properly corrected and would largely remain as-is. You stated only that it might improve the condition, with no guarantee of a satisfactory result. Only after we were willing to consider that proposal did you request an additional \$700.

It is unreasonable to expect additional payment for a partial and uncertain attempt to remedy defects in the original paid installation.

Accordingly, we demand resolution through one of the following options:

1. Full refund of \$3,498; or
2. Payment of the verified cost required by a qualified, independent contractor selected by us at reasonable market pricing to professionally correct and complete the project.

Given the defective original installation, we no longer have confidence in contractor referrals or repair arrangements controlled by you.

Please provide your written response within 7 calendar days of receipt of this notice.

If this matter is not resolved within that time, we are prepared to pursue all lawful remedies available, including small claims court, complaints to applicable agencies, supplier/manufacturer notifications, reimbursement claims, and truthful public reviews supported by documentation.

We would prefer to resolve this privately and promptly.

Ryan and Katie