

Why Local Flooring Stores Are Better Than Big Box Stores

Here's why you should proceed with caution if you're buying flooring from a big box store



QUANTUM FLOORS
HARDWOOD • LAMINATE • LUXURY VINYL

Boynton Beach

Coconut Creek

Fort Lauderdale

Palm Beach Gardens

“**Shop local**” is much more than just a fancy marketing slogan. It’s a way to encourage consumers to support their local economy. Did you know that small businesses create more than 60% of all new jobs every year? ***When you shop local, you’re not only supporting that local business but your community as well.*** Local workers spend their money at local business and stimulate local economies. Big box stores send the money back to shareholders. Local, mostly family-owned, businesses generally have a lot more to offer than the big box stores, especially in the areas that customers deem most important.

The problems caused by big box stores in local communities are well documented. The big box guys may have huge advertising budgets but aren’t necessarily your best choice. While this holds true for most types of businesses, we’re going to focus on the flooring industry. Let’s take a look at why.



Expertise – When you visit a local flooring store, you’ll be dealing with a flooring expert who only sells flooring. Quantum Floors employees are wood flooring experts and specialize in engineered hardwood, premium laminate and waterproof luxury vinyl. Our product selection is meticulously curated and only the best quality flooring is offered.

We can also help you with navigating other issues related to your flooring installation that the big box stores can’t. For example, we can assist you in obtaining any necessary permits needed for your installation. Many condominiums require flooring to meet certain sound-proofing requirements. Quantum Floors can help you with that too. This is expertise you simply won’t find in a big box store.

Price – A common misconception is that big box stores offer the best prices. Nothing could be further from the truth. The business model of the big box guys is to raise prices as they gain more share in their given market. Another trick the big box guys use is to offer the flooring for a very low price but then sell you the other items needed (underlayment, setting materials, trim pieces, finishing pieces and installation) at inflated prices, thereby negating that low price on the flooring.

Quantum Floors offers competitive pricing on all the flooring, flooring related products and professional installation. We only offer hand-selected, quality products. You'll find a huge selection of engineered wood, premium laminate and waterproof luxury vinyl flooring. What you won't find is cheap product with subpar specifications.



Professional Installation – Most people choose to have their flooring installed by the people they buy it from. Here's another **BIG** difference between your local flooring store and the big box guys. Quantum Floors has its own professional, in-house installers and our teams have been with us for years. They are specialists in the types of flooring we sell and have hundreds of documented 5-star reviews.

On the other hand, the big box guys offer installation through third-party subcontractors (and many of them subcontract to others) who do not specialize in specific flooring types. Customers tell us the biggest drawback to the third-party subcontractors is having complete strangers who do not work for the big box store in their homes. Consumers should ask themselves if they want their flooring installed by a third-party lowest bidder.



Product Selection – Another myth is that big box stores have a larger product selection than local flooring showrooms. In reality, the big box stores focus on a small selection that give them the most profit. Often, these are odd-lots, discontinued or products that may not meet agreed upon environmental standards.

Quantum Floors offers a huge selection of curated products. We reject more products than we offer in our showrooms. In other words, we're all about product quality. Another benefit of shopping local is that we can special order items for you that we don't normally carry.



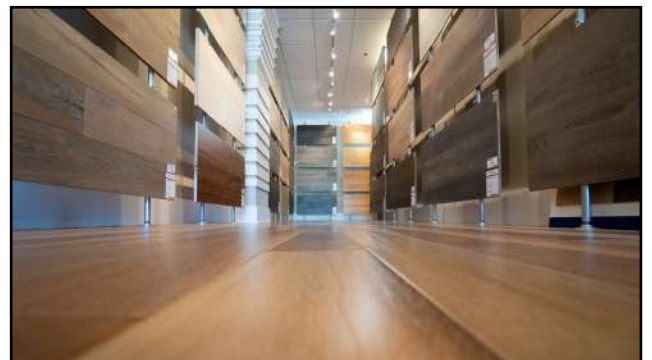
Customer Service – Quantum Floors prides itself on its white-glove customer service as evidenced by the hundreds of verified 5-star reviews we have received. When you visit our showrooms, you'll likely deal with the same person each time. If you come in to look at samples one day and go back a week later with additional questions, you can often visit with the same person. This provides more personalized service and an increased desire for the employees to meet each customers' needs.

We also go the extra mile to make sure your home is prepared for new flooring installation. As long as our customers tell us what they need ahead of time, we are able to move furniture from the room and remove old flooring before installing new flooring. We'll also put the furniture back and clean up after ourselves. You would be hard-pressed to find the same level of consideration or customer service from a big box store.



Merchandising – Experience the elegance as you walk into one of the Quantum Floors state-of-the-art designer showrooms. You quickly realize you're not in just any flooring store. Stop by our lounge for some refreshments and marvel at the outstanding product selection and oversized wood flooring samples which give you a real feel for how your finished floors will look in your home. Our samples are LARGE and free for you to borrow so you can see how the flooring looks in your home before you buy.

Most big box stores offer merchandise on dusty shelves or dirty floors and don't offer samples. The few who do, only offer small pieces of the flooring which don't really allow you to sample the flooring in your home.



Relationship - One of the biggest differences between a big box store and a local retailer is the level of relationship you establish. As mentioned before, when you visit a big box store, most likely you see different people each time. At a local store, you can get to know the employees and become familiar with everyone who works there. This builds a relationship between the store employees and customers. With relationships comes the desire to please your customer and provide the best quality services you can.



Local stores provide a relationship beyond the purchase. Once your flooring is installed, you can go back to the store and visit with them about any warranty issues or problems that may arise. You'll also know who you can turn to for your next flooring purchase. Local stores have a reputation to uphold. They will be much more likely to work with you through any issues versus a big box store that basically forgets about you after the purchase.



The bottom line – There are big differences between locally owned stores and the big box stores. If expertise, professional installation, product selection, customer service, merchandising, building relationships and price are important factors in buying your new floor, we think Quantum Floors is the best place to start. Visit one of our designer showrooms in Boynton Beach, Coconut Creek, Fort Lauderdale or Palm Beach Gardens. ***An extraordinary shopping experience awaits.***

We think Ben Franklin said it best, “the bitterness of poor quality remains long after the sweetness of low prices is forgotten”.

About Quantum Floors

Quantum Floors is a family business. This means we're in it for the long haul – as in generations. Our customers are our neighbors and friends, people from whom we purchase our groceries, with whom we bank and go fishing with. You get the idea. We do our very best for them. We make sure they get the best design service, sales expertise, floor covering products, and the best installation – all at very fair prices.

We're proud to have been welcomed into four South Florida communities: Boynton Beach, Coconut Creek, Fort Lauderdale and Palm Beach Gardens. That says a lot about how our approach – our value and service – is working. We stand on our reputation for great floors, great service and great value.



Visit A Showroom Near You

Boynton Beach

1034 Gateway Blvd.
Boynton Beach, FL 33426
(561) 509-7173

Coconut Creek

4450 N. State Road 7
Coconut Creek, FL 33073
(954) 419-5754

Fort Lauderdale

139 E. Oakland Park Blvd.
Fort Lauderdale, FL 33334
(954) 990-5346

Palm Beach Gardens

7100 Fairway Drive
Palm Beach Gardens, FL 33418
(561) 370-3650

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