KEEN DECORATIVE CONCRETE
#Tired of Boring Concrete

CUSTOMER GUIDE
361-420-7726
keendecorativeconcrete.com

YOUR PROJECT, START TO FINISH

What to Expect

How a Keen job goes, from the day you say yes to the day you put the furniture back.

One honest, fixed price

The price on your signed quote is the price you pay. If you ask for a change, we price it in writing before we do it. No surprise add-ons at the end.

BEFORE THE POUR

Getting ready

- **You approve the quote** and the layout, color and pattern.
- **We schedule your start** and confirm it with you before we come.
- **We call 811** to have utility lines marked.
- **You clear the area.** Our Before We Arrive sheet has the short list.
- **We form it and set the steel,** and walk the layout with you if you want to see it before concrete goes in.

POUR DAY AND AFTER

The work

- **Pour day.** We pour early, finish it, and stamp or texture it while the concrete is ready.
- **Color and detail.** Stamped work gets cleaned and detailed once it has set.
- **Stain.** We test a hidden corner of your slab first, and stain when the concrete is ready to take it.
- **Sealer.** It goes on a clean, dry slab, in the cool part of the day.
- **Walk-through.** We go over the finished job with you and hand you your care sheet.

PLAIN ANSWERS

Questions people ask

How long will it take?	It depends on the size, the finish and the weather. We give you the plan for your job up front and tell you when it changes.
What if it rains?	We do not pour or stamp in the rain. We move the day and tell you as early as we can.
Why is nobody here today?	Some of our work takes time. Concrete and sealer need to set, and we do not rush an outcome.
When can I use it?	We give you the real dates for walking on it, furniture and vehicles before we leave.

AFTER WE LEAVE

What happens next

- **Your care sheet.** One page on how to look after your finish.
- **Resealing.** Every two to three years on the coast. Call us and we come back.
- **The first few weeks.** Go by the dates we give you, not a number you read somewhere.
- **Questions.** Call or text us any time. That is what we are here for.

Thank you for trusting us with your home. We want this to go right and look good for years. If you have a question at any point, call or text us. There is no charge for asking.

CALL OR TEXT
361-420-7726