

PREPARING FOR NEW FLOORING

We sincerely appreciate your flooring order that will arrive shortly. We will contact you to confirm the installation date and time. The following information will expedite the installation.

Please take time to review it and if you have questions, do not hesitate to contact us.

Please take the following steps PRIOR to the installation crew's arrival:

PREPARATION: BEFORE Installation, empty closets receiving new floor covering; remove all items from under beds, remove bedcoverings, fragile lamps, knickknacks, glassware from china cabinets, books from bookcases, small furniture you can move (large furniture which is included in estimate sheet will be removed by Installer) and pictures on the wall. Disconnect and move all computers and electronic equipment. Disconnect stereos, TV's, VCR equipment or any electrical equipment. Inform the Estimator of all wires located under carpet, such as alarm wires or systems and radiant heat floors. Check for cable wire connections under existing flooring (cable company may have to remove or disconnect). NOTE: We do not move antiques, grandfather clocks, gas stoves, refrigerators with front door dispensers, aquariums, waterbeds, heavy pool tables, pianos, safes, computers, electronic equipment, items of sentimental value or objects that are not easily moved by two Installers without an additional cost. Due to EPA regulations regarding asbestos, we do not remove any resilient flooring.

UNFORESEEN CHARGES: Additional charges may apply when take-up and removal of carpet from flooring are done. Water damage, urine soaked carpets, floors with structural damage, asbestos floors, termite damage, etc. cannot always be detected UNTIL installation process has begun. If this is a possibility, please advise Estimator to alleviate problems prior to installation.

- Every effort is made to detect deteriorated subfloor conditions at the time of the measure, but these are not always evident until new floors are ready to be installed. If a problem arises, we will stop work and notify you so that you can have suitable repairs made. Please make us aware of any past problems such as water leaks, etc. that can affect the floor covering installation. If the installer can correct the subfloor work, there will be an additional charge for these services.
- Because we are unable to see improperly installed TV, Telephone, security and other wires when measuring, removing or installing carpet, we cannot be responsible if they are cut. Please make the Installers aware of any hidden wiring, including wires installed behind wood trims such as door casings, which must be undercut for hard surface materials.
- Please remove all breakable, antique and priceless items such as lamps, vases, dishes, etc. from rooms receiving new flooring. All items, including books, must be removed from bookshelves. All dishes, etc. must be removed from hutches. Any breakable items that are moved by the Installers will be moved at the customer's risk.
- Detach any electrical wiring, such as stereo, TV or computer wires.
- If contracted for, the Installers will move and replace the furniture **except** for items such as

Antiques / Priceless Items	Exercise Equipment	Piano / Organ / GrandPiano
Aquariums	Grandfather Clocks	Safes
Boxes or crates	Hobby and Craft Materials	Sofabeds
Computers	Hutches / Oversized desks	Stereo Systems
Canopy Beds	Medical Equipment	Slate, Glass or Marble Items
Detailed Headboards	Musical Equipment	Tools or Machines
Entertainment Centers	Oversized Items of any Type	Toys, hobby items, crafts
Electrical Machines	Office Furniture / Fixtures	Waterbeds
Unusual or oversized items	Small items, perfume bottles, breakables, cosmetics, etc	

No item will be moved that is considered too heavy for two men to move without injury to themselves.

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- ❑ In the bedrooms, remove all coverings from the bed and items under the bed
- ❑ Remove all items from the floors of the closets up to 3-feet and all drawers from cabinets
- ❑ Installers do NOT disconnect gas or electrical appliances or refrigerator with front door dispensers. We suggest you contact gas company or qualified appliance personnel to disconnect items safely.
- ❑ Installers do not reconnect gas lines or icemaker water lines. Please make arrangements with a plumber or qualified party to do so.
- ❑ Floor covering cannot be installed in damp or wet areas.
- ❑ Installers will haul away all scraps and debris that they brought onto the job site. Existing carpet and cushion can be hauled away by contacting Recycling Firms as EPA requirements do not allow old carpet to come in contact with other materials in the installer's vehicle. Please request any scrap sections of carpet that you would like to keep to be left at your home.
- ❑ Do not remove existing tackstrips unless instructed by the Estimator. We will use the existing tackstrips if they are in good condition. If not, they will be reinforced or new tackstrip installed.
- ❑ If quarterround is removed or replaced, we cannot be responsible for breakage, chipping or scratching of moldings. Installers will replace it to the best of their ability for an additional charge.
- ❑ If painting is done, please do so 48-hours **prior** to the arrival of the installers.
- ❑ Heat all areas to a minimum of 65 degrees, turn on electrical power and supply adequate lighting.
- ❑ Due to the highly abrasive nature of carpet backing and normal installation methods, expect some paint to require touch up at wallbase and around tight corners. Also, deep-colored accent painted walls scuff easily. We suggest that the final coat of paint be applied after the flooring is installed.
- ❑ Please remove all money, jewelry, and valuables from area. We are not always the only people in the area during installation, and we find it best for all parties if valuables are not left on the jobsite.
- ❑ Furniture will be replaced in the same area from which it was moved if included in the sales contract. The Installers move no items to another room, different floor or separate location.
- ❑ New Home: Heat must be turned on 24-hours **prior to arrival** of installers. Floors must be heated to a temperature of 65 degrees, swept and clean, areas well lit and electricity on in working areas.
- ❑ Loose, noisy or squeaky floors should be repaired prior to new flooring and arrival of installers.
- ❑ Following installation, it may be necessary for you to adjust or shorten doors to close properly.
- ❑ When removing carpet and cushion, all staples must be removed from floor. If this is not done, an additional charge will be incurred if Installers must do it. If present carpet is direct glued to the floor, material remaining will "telegraph" through face fibers of new carpet. Floor must be clean.
- ❑ If you are removing the carpet, cushion, staples and furniture, this work must be COMPLETELY finished prior to the arrival of the Installers.
- ❑ On the day of the installation, please review flooring that is brought to your home to avoid mistakes, such as the style and color of the carpet and the cushion type. Also, review the location of seams and the areas to be carpeted BEFORE work commences.
- ❑ Discuss with the salesperson the expected appearance of seams. **SEAMS DO SHOW**. Not all flooring displays seams in the same manner. Select flooring with which you can accept the visibility of the seams. The Estimator has positioned them where they will be less noticeable, **but they will not be invisible**.
- ❑ Guidelines for indoor air quality according to the Carpet and Rug Institute:
 - 1) Always ventilate with fresh air during all phases of installation and whenever possible for at least 72 hours thereafter.
 - 2) Open doors and windows, if possible, for an adequate supply of fresh air.
 - 3) Vacuum the existing flooring before removal to minimize the amount of dust particles.
 - 4) If any occupants consider themselves to be unusually sensitive, they may wish to avoid the area or leave the premises while carpet is being removed and installed.

We are delighted to bring new flooring into your home or office and we sincerely appreciate the opportunity to do so. Please contact us at any time for assistance with your planning or to check on the arrival date of the flooring. Proper planning by all parties will provide a carefree installation. We look forward to working with you for years to come. All work is guaranteed. Refer to your sales receipt for product warranties. And remember, regular and proper maintenance will add years to the life of flooring.

WE SAY THANKS! PLEASE RECOMMEND US TO YOUR FRIENDS!