

## **PREPARING FOR YOUR NEW FLOOR ~ THINGS TO DO: Facts and Information on Your New Flooring Purchase**

“EXCUSE OUR DUST.” PLEASE KEEP IN MIND THAT YOU ARE REMODELING YOUR HOME. There will be dust throughout the areas receiving YOUR new flooring. Installers will clean up the areas they worked in only, removing their debris. However, YOU are responsible for the final clean up and dusting. Thoroughly vacuuming your old carpet will eliminate much dust.

- 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. We DO NOT install carpet over wires or cables.
- Floor covering cannot be installed in areas where the **existing floor is damp or wet.**
- If **quarter-round** is removed and reset to install hard surface materials, **breakage will likely occur.** We cannot be responsible for breakage, chipping or scratching of the moldings.
- If **painting or wallpapering** is done prior to the new floor, allow at least 7 DAYS cure time prior to installation.
- Due to the **highly abrasive nature of carpet backing and normal installation methods, you** should expect that **you** may need to **touch up baseboards and walls. Deep-colored accent painted walls scuff very easily. This final coat of paint should be applied after the flooring is installed.**
- Loose, noisy or **squeaky** floors should be repaired prior to new flooring, as installers do **NOT** do this work.
- Discuss with the salesperson the expected appearance of seams. **SEAMS DO SHOW.** Not all carpets display seams in the same manner. Select a carpet with which you can accept the visibility of the seams. The Estimator has positioned them where they will be in the least noticeable areas, **BUT THEY WILL NOT BE INVISIBLE.**
- Before we arrive, you are expected to remove the doors in rooms receiving new flooring, all breakables, 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 must be removed from hutches. Jobs not prepared by the customer may have to be rescheduled. These would be subject to a trip charge.
- Detach any electrical wiring, such as stereo, TV or computer wires.
- In bedrooms, remove all **coverings from the bed, and all items from the floor of the closets.**
- Remove all money, jewelry and **valuables** from the area. We are not always the only workers in your home during your installation. We find it best for all parties if valuables are not left in the area of installation.
- The installers will move and reset **normal furniture.** This does not include: guns, antiques, safes, grandfather clocks, aquariums, waterbeds, canopy beds, plants, medical equipment, books, magazines, beds with over-sized headboards, stereo/computer equipment, oversized hutches that require disassembling, grand or baby grand pianos, musical equipment, small items (perfume bottles, breakables, cosmetics), any unusual or oversized item, exercise equipment, big screen televisions, toys, hobby items, crafts and items regarded as **“priceless.”** No item will be moved that is considered too heavy for two men to move without injury to themselves.
- Installers do **NOT disconnect/connect gas or direct-wired electrical appliances.** We suggest that you contact your utility company or qualified personnel to disconnect/connect these item(s) safely.
- Furniture will be reset in the same room from which it was moved. The installers do NOT move items to another floor or separate location.
- To ensure customer satisfaction, we can NOT haul off your old carpet and pad that has been contaminated with pet urine, fecal matter or fleas. This is a courtesy to our next customer whose new material may still be on our truck. These contaminated materials can be picked up by a disposal service in your area.**

We want you to be satisfied. If you have any questions about the service we provide, please ask. **Knowing what to expect** is the first step to having a smooth, satisfying, home beautifying experience.

I (we) have read and understand the above **FACTS AND INFORMATION.**

Customer Signature \_\_\_\_\_

If job site is not prepared when the installers arrive, and your install has to be rescheduled, a trip charge will be applied.

**AM: BEFORE NOON      PM: AFTER NOON**