

Pre-Installation Checklist



Customer Information

| | |
|----------------|--|
| Name: | Job Number/ID: |
| Address: | Proj. Start Date: |
| | Sales Person: |
| Phone No.: | Secondary/Emergency No.: |
| Email Address: | |
| Job Type: | <input type="radio"/> Residential <input type="radio"/> New <input type="radio"/> Remodel <input type="radio"/> Commercial <input type="radio"/> Other |
| Surface: | <input type="radio"/> Carpet <input type="radio"/> Hardwood <input type="radio"/> Laminate <input type="radio"/> LVT/Vinyl <input type="radio"/> Ceramic <input type="radio"/> Other |

Product Information

| | | |
|--|---------------------------|--------------------------|
| Order checked for correct product, style, and color names for all items ordered? | <input type="radio"/> Yes | <input type="radio"/> No |
| Pattern direction, plank/tile layout (if applicable), or seaming diagram (if applicable) approved? | <input type="radio"/> Yes | <input type="radio"/> No |
| Care and Cleaning Instructions provided for all products ordered? | <input type="radio"/> Yes | <input type="radio"/> No |
| Product warranties provided and reviewed? | <input type="radio"/> Yes | <input type="radio"/> No |

Site Preparation

| | | |
|---|--------------------------------|------------------------------|
| Appliances. It is recommended that a licensed plumber or electrician to reattach all lines. We are not responsible for damages as a result of connecting/disconnecting lines. | <input type="radio"/> Customer | <input type="radio"/> Store* |
| Moving furniture. Customer is responsible for removing/securing all personal items, including bedcoverings, antiques, glassware, and other fragile items. We will also not move electrical, oversized, or irreplaceable items. | <input type="radio"/> Customer | <input type="radio"/> Store* |
| Removing fixtures and other electrical and plumbing work. This includes the removal of the toilet, lighting, etc. Home electronics should be disconnected and secured. | <input type="radio"/> Customer | |
| Secure or remove animals/pets. For the safety of our installers, pets cannot have free reign of the home while flooring is being installed. Please place your pets in a locked room or basement, or remove them from the premises. We cannot be held responsible for lost or injured pets. | <input type="radio"/> Customer | |
| Removal of old flooring. Hardsurface or vinyl floors installed prior to 1984 may contain asbestos. These cannot be removed by the store. They require an abatement specialist. We reserved the right to test your floor prior to removal. Removal of flooring must leave subfloor clean and smooth. | <input type="radio"/> Customer | <input type="radio"/> Store* |

* additional charges may apply

Installation Preparation and Information

| | | | | | |
|-----------------------|----------------------------|-------------------------------------|--|--|------------------------------------|
| Pad Type | <input type="radio"/> New | <input type="radio"/> Over Existing | | | |
| Substrate | <input type="radio"/> Wood | <input type="radio"/> Concrete | <input type="radio"/> Other | | |
| Sub Floor Preparation | <input type="radio"/> None | <input type="radio"/> Sanding | <input type="radio"/> Ramping/Floating | <input type="radio"/> Adhesive Removal | <input type="radio"/> New Subfloor |
| Scraping: | <input type="radio"/> Dry | <input type="radio"/> Wet | Patching: | <input type="radio"/> Light | <input type="radio"/> Heavy |

Installation Requirements

| | | |
|--|------------------------------------|--------------------------|
| Area available to cut and prep materials? | <input type="radio"/> Yes | <input type="radio"/> No |
| On-site disposal available? | <input type="radio"/> Yes | <input type="radio"/> No |
| Electrical outlets available for installation tools? | <input type="radio"/> Yes | <input type="radio"/> No |
| Heating and HVAC System working? The temperature must be between 65° and 75° and the relative humidity must be between 35% and 45%. Outside of these conditions the installation of your flooring may be compromised and cannot proceed. | <input type="radio"/> Yes | <input type="radio"/> No |
| Wall and baseboard touch-ups may be required and are the customer's responsibility. There is the possibility of the breakage of quarter rounds or shoe moldings, base boards, closet glides, or other wall damage during installation. Additionally, scuffs and other minor paint damage may occur to these areas. | <input type="radio"/> Acknowledged | |
| Cutting and/or planing of doors may be required and are the customer's responsibility. | <input type="radio"/> Acknowledged | |
| We are unable to guarantee the removal of squeaks from the floor. | <input type="radio"/> Acknowledged | |
| Product overage. Additional product is necessary for a proper installation and is calculated into the costs of the material. This overage may reach 15% for some surfaces and cannot be returned. | <input type="radio"/> Acknowledged | |
| Nail pops are possible along baseboards, ceilings, and walls during certain installations. | <input type="radio"/> Acknowledged | |
| Additional Labor Charges and Non-Standard Labor Charges During the installation process, additional and unforeseen work may be necessary OR requested by the customer on-site. In either event, the customer is responsible for all additional labor charges that may be incurred. | <input type="radio"/> Acknowledged | |

Review surface-specific information and acknowledgements on reverse.

Pre-Installation Checklist - Surface Specific Requirements and Acknowledgements

| | |
|--|------------------------------------|
| Carpet | <input type="radio"/> Acknowledged |
| <p>Seams may show. No carpet installation can be done without seams. Our installers will make every effort to make seams as minimal as possible, however, some carpet will be more likely to show seams than others and cannot be avoided.</p> | |
| <p>Shedding post-installation. It is natural for carpet to shed additional fibers for up to six months post-installation. This is normal.</p> | |
| <p>Shading and texture variations. Due to manufacturing tolerances, lighting, and other circumstances, it is possible that what you experience in the store may vary slightly from what you see in your home.</p> | |
| <p>Rollmarks and Indents Carpet comes on rolls, and as such there can be compression and indents on your carpet for up to two months post-installation. This is more prevalent in colder months, but with time and care will work themselves out.</p> | |
| <p>Stair Runners and Steps Patterned carpet and runners will not line up the same on each step without extra carpet ordered for this purpose. Since not all stair cases are square, this may cause the pattern to drift. Once installed, stair runners cannot be changed and is not typically covered by the manufacturer warranty. There are multiple ways to install runners, speak to your floor and home consultant about possible options.</p> | |
| <p>Woven carpet. Seams can be especially prevalent in these carpets. Also, these carpets require additional care and cannot be vacuumed except with approved vacuums. Check with your sales professional for approved vacuums.</p> | |
| <p>Pattern carpet. Pattern matching is necessary to accommodate proper seaming. Depending upon the pattern, this can result in above average coverage.</p> | |

| | |
|---|------------------------------------|
| Hardwood and Laminate | <input type="radio"/> Acknowledged |
| <p>Dust can be prevalent in the installation of hardwood floors.</p> | |
| <p>Acclimation required and temperature/humidity must be maintained post-installation. Hardwood is a product that requires a controlled environment from both a temperature and humidity standpoint in order to maintain the manufacturer warranties. The product must be delivered ahead of time to acclimate to the environment in which it will be installed and then, post-installation, must be kept between 65°-75° with 35%-55% humidity.</p> | |
| <p>Seasonal concerns (gapping, cracking, cupping) Seasonally, hardwood can expand and contract. During the drier and colder months, this can lead to spaces between the boards (gapping) or splintering at the ends (cracks). During the wetter and warmer months, this will lead to expansion and peaking between the boards (cupping). These concerns can be minimized if the temperature and humidity of the environment is maintained.</p> | |
| <p>Furniture protection To extend the life of your floor, all furniture should be equipped with pads or protectors.</p> | |
| <p>Grade variations. Due to manufacturing tolerances and other circumstances, it is possible that what you experience in the store may vary slightly from what you see in your home. This also may vary from board to board because of different areas of the tree from which the boards are harvested.</p> | |
| <p>Use of putty, stain, or other fillers. As necessary, fillers may be used for holes or small cracks that are experienced during installation. This is a normal part of the installation process.</p> | |
| <p>Deflection (Laminate Only) Because laminate is a "floating installation", it may move slightly when walked on due to imperfections in the subfloor.</p> | |

| | |
|---|------------------------------------|
| Vinyl and Luxury Vinyl Tile (LVT) | <input type="radio"/> Acknowledged |
| <p>Dust can be prevalent in the installation of vinyl and luxury vinyl tile floors.</p> | |
| <p>Acclimation required and temperature/humidity must be maintained post-installation. Hardwood is a product that requires a controlled environment from both a temperature and humidity standpoint in order to maintain the manufacturer warranties. The product must be delivered ahead of time to acclimate to the environment in which it will be installed and then, post-installation, must be kept between 65°-75° with 35%-55% humidity.</p> | |
| <p>Gapping Like hardwood, LVT planks can develop gaps between them. This can be minimized by maintaining the temperature and humidity of the environment.</p> | |
| <p>Subfloor Imperfections and Bubbles Occasionally, especially with roll-out vinyl, imperfections in the subfloor can be seen through the vinyl. Additionally, for the first 24-48 hours post-installation you may experience bubbling in the floor. If this does not dissipate, contact the store.</p> | |
| <p>Furniture protection To extend the life of your floor, all furniture should be equipped with pads or protectors.</p> | |
| <p>Protection of surface post-installation. Especially within the first 24 to 36 hours post-installation, do not wash your new floors and do not place or move heavy objects across it.</p> | |

| | |
|--|------------------------------------|
| Ceramic and Natural Stone | <input type="radio"/> Acknowledged |
| <p>Dust can be prevalent in the installation of ceramic and natural stone floors.</p> | |
| <p>Shading and texture variations. Due to manufacturing tolerances, lighting, and other circumstances, it is possible that what you experience in the store may vary slightly from what you see in your home.</p> | |
| <p>Grout haze and sealing Immediately after installation, your new surface may have some haze in the grout. This is normal and can be buffed out after 24 hours. (Do not use household cleaners, only water.) After 72 hours, it is recommended that you seal your grout against moisture and staining.</p> | |
| <p>Furniture protection To extend the life of your floor, all furniture should be equipped with pads or protectors.</p> | |

I have read and I am satisfied that there is a mutual understanding of what is being provided in this floor covering installation. There are no implied warranties, including the implied warranties of merchantability and fitness for a particular purposes, extending beyond the terms of the supplied written warranties. I understand I must be present when the installers arrive to review the job, and then present post-installation for walk-through to ensure my satisfaction.

| | | |
|---------------------------|-------------|------------------------------|
| Customer Signature | Date | Salesperson Signature |
| | | |