



Customer Installation Checklist

Before Installation

- Make sure you are getting the correct flooring for your home. Floors ordered cannot be cancelled without a penalty.
- Prior to your installation date, please call the store to confirm your installation.
- All flooring installations should be scheduled after other remodeling, painting and/or repairs as our installers require the entire floor space.
- For hardwood and laminate flooring, a date for delivery of materials will be scheduled prior to installation to acclimatize materials before installation.
- Rescheduling of installation date for reasons including weather, sickness or delays in shipment, will be scheduled on the next available installation date.
- Customer changes of installation date must be given 48 hours prior to installation date.
- Items such as small breakables, books, lamps, electronic equipment, bed linens, and items on the closet floor must be removed and placed away of installation area prior to installer's arrival.
- If needed, make arrangements with professional movers to move pool tables, grand pianos, aquariums, intricate furniture, exercise equipment, and gas appliances prior to installation.
- Make prior arrangements with door cutter if needed.
- Empty water beds of water.

During Installation

- Please make yourself available the day of installation as arrival time may vary.
- If you have any questions or request to the installers, please make them known immediately upon arrival.
- For safety reasons, please keep children and pets away from work area.
- Ventilate with fresh air all installation areas (open windows, turn on fans, etc) during installation and for at least 72 hours thereafter.
- Any questions or issues related to installation should be directed immediately to the store.
- Sub-floor conditions not visible or mentioned at time of estimate will be determined by installer after existing flooring is removed. Additional sub-floor preparation may incur an extra charge to be determined and approved at job site.

After Installation

- Make sure to inspect installation with installers.
- Any outstanding balances and floor-prep charges need to be paid by end of installation.
- If you wish to have scrap pieces of carpet bound, contact the store to make arrangements.
- Do not walk on hardwood for at least 24 hours after installation.

THE FLOORING SPOT IS NOT RESPONSIBLE FOR THE FOLLOWING:

- Cutting doors/ shaving.
- Breakage of existing shoe molding removed from baseboards.
- Hauling away carpet that has pet urine, excrement or fleas in it.
- Returning pianos and other heavy or intricate furniture to its original place.
- Leakage from refrigerators, ice makers, and gas appliances.
- Disconnecting all appliances and electronic equipment.
- Laying out any electronic wires under carpet or damage to existing wires
- Visible seams. All installations are done in a professional manner according to the highest industry standards, but we cannot guarantee invisible seams.
- Making sub-floors perfectly level.
- Injury to persons or pets present at time of installation.
- Removing toilets.
- Dust that could go into your AC unit.
- Door jambs being short due to flooring height.