

## How to Prepare for the Carpet Installers

### COMMUNICATION

1. Our installation manager will call you when your carpet has arrived in our warehouse to finalize your installation appointment. We will call again and send text reminders before the installation to confirm.
2. Please contact our store at 321-725-0021 as soon as possible if you need to reschedule or make adjustments.

### INSTALLATION

1. Our professional installers are certified through Karastan & Carpet One. They are licensed, insured and follow the guidelines set forth by the Carpet & Rug Institute.
2. If the existing carpet is vacuumed prior to the arrival of the installer, the amount of dust stirred up will be greatly minimized.
3. We will re-use existing tackstrip unless it is water damaged or rusted. PLEASE ADVISE IF YOU ARE REPLACING WALLBASE and removing tackstrip prior to carpet installation. We will provide/install new tackstrip for additional charge.
4. In most installations, carpet seams are inevitable and today's heat-bonded seams are stronger than the rest of the carpet. Although seams are not invisible, our installers will make the best possible seam. You will be able to see the seam. This is quite normal and should be expected.
5. Upon completion of the carpet installation, your carpet will be vacuumed and your furniture returned to the original location. Upgraded Healthier Living Installation/Neutralize includes additional services, see your Sales Professional for details.
6. Natural products such as wool, sisal & sea grass will have shade & texture variations. These are inherent characteristics of natural products and are not a manufacturing defect. Natural fiber products also may stain and have no warranty against staining. Quarter round molding is recommended with these installations to hide gaps at the wall base as the product may shrink slightly over time. Most organic products may have a natural odor at time of installation. This is normal and may take several weeks to dissipate.

### FURNITURE

1. We will move the heavy furniture. We may need to temporarily store your furniture outside in order to properly install your new carpet. We can attempt to move antique furniture too heavy for you (with your assistance and/or supervision). We cannot be responsible for damage to antiques.
2. Items we CANNOT move:  
**Aquariums   Cribs   Computers   Filled Bookcases   Filled China Cabinets   Grand (or Baby-grand) Pianos  
Pool Tables   Undrained Waterbeds   SleepNumber (MOTORIZED) Beds   Grandfather Clocks**
3. We also CANNOT disconnect/reconnect the following:  
**Wall-mounted Murphy Beds   Computers   Stereo Equipment   Game Systems**
4. Please remove bed linens, clean out the bottom of closets and remove any floor length clothing hanging in closets.
5. Please move "easy-to-break" items out of harm's way:  
**Antiques   China   Crystal   Lamps   Knick-knacks   Vases, etc.**

### DOORS

If necessary, we will remove interior doors to facilitate installation of your new carpet. The thickness of your new carpet may be different than your previous floor and as a result, the door may need to be shaved down to not drag on the new carpet. Door cut-down should be done by a professional carpenter (not included in our job cost or scope of work).

### WIRING

Please warn installers about any special wiring or cables to avoid damage during installation. We do NOT recommend running any electrical wires under carpet as this can be a fire hazard.

### SAFETY TIP

Please keep all pets & children away from the installation area, as sharp & dangerous tools will present hazardous situations.

### COMPLETION

We strive to create a beautiful room in your home and leave you with a superb installation. Any installation concerns you may have can be addressed at the time of installation. Upon completion of installation your final balance is due in full; please contact our office with any questions. We appreciate your business & hope you will return to K & Y Carpet One Floor & Home for your future flooring needs.