



**Installation Preparation**  
*Service Department: 301-206-2200*

**Thank you** for selecting **FLOORMAX** to furnish your new floor covering. To ensure that the installation progresses smoothly and to properly prepare for your new floor, **please follow the instructions suggested below.**

We want you to be pleased with our materials as well as our workmanship. To ensure this, all our installation work is performed according to manufacturers' specifications and to your satisfaction.

**Furniture:** If possible, all furniture should be removed from the rooms that will be receiving floor coverings. In all cases, **try to:**

- Remove all valuables, personal belongings, lamps, plants, knickknacks, dishes, crystal, cosmetics, small breakables, etc., before the installers' arrival.
- In bedrooms, remove dresser drawers, empty closet floors, strip bed linens, and disassemble headboards and bunk beds.
- All electrical items (TV, cable, computers, stereos, etc.) must be disconnected in advance and preferably removed from the installation area.
- Bookcases should be emptied and books removed from the installation area.
- Please disengage and disconnect the washer, dryer, ice maker, and gas appliances. See your sales representative regarding these items.
- There will be a charge per item that needs to be removed (larger pieces of furniture such as pianos, pool tables, appliances, large china closets, etc.). Your sales representative will review this with you.
- Labor does not include cutting any door(s) that do not clear newly installed flooring.

Please remember that **for your protection and ours**, if rooms are not cleared before delivery, **FLOORMAX will not be liable for any damages** that might occur directly or indirectly while handling your property.

**General Information:**

- Any balance due must be paid at time of installation. C.O.D.s are cash or check only. If you wish to pay by credit card, please call our Service Department the day of your installation.
- If customer takes up old carpet, tack strips are to stay down to be reused. We suggest that the removal be done a day ahead of the installation to allow for clean up and floor preparation.
- In some instances quarter round molding should be removed for better installation. Unless otherwise instructed, we will remove existing quarter-round.
- Installing new carpet will produce a pile of clippings, papers, tacks, etc. Waste material will be disposed of before we leave your home. However, we are not responsible for vacuuming after installation.
- Please empty the floor of any closet that will have new flooring. Please remove any clothing that hangs lower than 3' from the floor (dresses, gowns, slacks, etc).

**Satisfaction:** Please take a moment before work commences to inspect and verify material and areas to be serviced with the installer. Please also briefly walk through the job after completion. Our installers will answer any questions that you may have regarding the installation.

***Maintaining you as a FLOORMAX customer in the future and ensuring that you will be pleased enough with our products and services to invite us back to your home and recommend FLOORMAX to your friends and neighbors is of the utmost importance to us!***

Thank you for your cooperation. We look forward to exceeding your expectations again.