



A CARPET 'N THINGS COMPANY

Installation Preparation

Service Department – Laurel (301) 206-2200

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

Furniture: If possible, all furniture should be removed from areas that will be receiving floor coverings. In all cases:

- Remove all valuables, personal belongings, lamps, plants, knickknacks, dishes, crystal, cosmetics, small breakables, etc., before the installers' arrival. This includes hanging items such as pictures, mirrors, etc.
- Many installations require banging and/or hammering on the floor to perform the contracted work. This may make items on the ceiling and walls fall. FLOORMAX is NOT responsible for any hanging item that may fall as a result of flooring installation or damage occurred due to an item falling, including recessed lights.
- In bedrooms, please remove dresser drawers, empty closet floors, strip bed linens, and disassemble headboards and bunk beds if at all possible.
- 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., will require additional charges. Your salesperson 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 finance or pay by credit card, please call our Service Dep't prior to the day of your installation to arrange payment.*
- 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. *We will remove existing quarter-round as part of the installation process.*
- 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 inspect the job after completion. Our installers will answer any questions that you may have regarding the installation prior to leaving

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 attention to these matters. We look forward to exceeding your expectations again.

Sincerely, *your FLOORMAX Staff & Management*