

Please be aware of the following conditions that may exist before and after installation:

___ **DUST:** Dust will be generated from ripping up and removing existing floor coverings, cutting and installing the material. Our installers will do everything possible to minimize dust. However, it is not possible to eliminate it. FloorsNow! does not pay for nor reimburse for cleaning up dust.

___ **SEAMS:** All carpets will show seams. There is no such thing as an invisible seam. Berber, low profile, flat weave and pater loop carpets will show seams more than plush carpets. Lighting from windows can increase the visibility of a seam. Our estimator will decide on the best layout and seam placement for your carpet selection and room shape. Please review the seam placement before signing.

___ **SHEDDING:** New carpet can and will shed. Fiber type, twist and construction will affect how much a carpet will shed. It is normal to see some fibers in your vacuum for the first 6 months. Shedding is not a manufacturing defect.

___ **SHADING/TEXTURE:** Carpet can appear to look and feel different once installed in your home. Dye lots, lighting, paint color, furniture layout all can affect the appearance of your carpet. Please remember the carpet sample you are looking at is only a representation of what you will be getting, not an exact match.

___ **ROLL MARKS/INDENTS:** Sometimes carpets can have crush/roll marks that are noticeable after the carpet is installed. This condition is not a defect. Please be aware that heavy objects, such as furniture, can and will leave permanent dents in your carpet. Per carpet manufacturers, allow 60 days for roll marks to relax.

___ **STAIR RUNNERS/STEPS:** Pattern carpet/runners will not line up the same on each step unless extra carpet is ordered to specifically do so. Not all staircases are square and true. This may cause the pattern to drift side to side. Runners can be installed two ways: 1. Waterfall-the carpet will extend over the stair nose and fall at an angle to the next tread. There will be a visible gap with this type of installation. If your steps have any decorative trim installed under the nose of the step, the waterfall method is the only recommended installation. 2. Hollywood- the carpet will wrap tightly around the stair nose where it will be tacked, and fall flat against the riser to the next tread. Please review your choices with your estimator. Once the carpet is installed on your stairs, it cannot be changed. Carpet installed on stairs is not covered by manufacturer's warranty.

___ **WOVEN/FLATWEAVE CARPETS:** These carpets require special care. Some cannot be vacuumed using a beater bar vacuum. Seams in these carpets are very noticeable. Some products cannot have cross seams or be seamed at all. Your selection and seam placement will be reviewed with you to make sure it fits your needs.

___ **PATTERN CARPETS:** All pattern carpets have pattern matches. When figuring carpet quantities, the carpet's pattern match must be added in each instance that a seam is necessary, which could add a significant amount of extra carpet to the job. Also, there is no such thing as a "square" room. Some patterns can accentuate this, especially hallways. Small print, diamond & square patterns will show a wall running out of "square."

___ **WALLS/BASEBOARDS/ACCESS:** Carpet comes in rolls 12 to 15 wide. If we are installing carpet in an area that is difficult to access such as a narrow or turning stairway, there is an increased likelihood of scuffing walls, baseboards & railings. Everything possible will be done to avoid scuffing these areas, but FloorsNow! is not responsible for touching up, repainting nor reimbursing for light marks and scuffs caused by access issues.

___ **PREPERATION:** Please remove all personal items, clothing, toys, small furniture, breakables, and all china from hutches, etc. Also empty the bottoms of closets, remove all bedding, remove drawers from dressers, remove electronics, computers, stereos and TVs. It's important to complete these steps before the installer arrives at your home or your installation could be delayed. FloorsNow! does not move items which would require a professional moving service such as grandfather clocks, pianos, pool tables or large entertainment units. Please arrange in advance to have these items moved. Also, the temperature of the rooms receiving installation must remain at a minimum of 65 degrees 48 hours before and after installation.

___ **REMOVING DOORS:** We will remove and rehang doors as needed. However, if doors need to be cut, the installer will leave them off so you can arrange to have them cut.

___ **CLEAN UP/ODORS:** Our installers will vacuum using a canister/shop vac vacuum cleaner. They will remove all scraps, tubes, plastic and wrappers. They will leave behind any sizable carpet pieces-doormat sized or larger-at their discretion. Please be aware that your carpet may still have loose fibers, sprouts and fuzz. You will need to vacuum your new carpet a few times to completely remove these items. Also, dust might be generated from installing your new carpet or from ripping up and removing your existing carpet. Neither FloorsNow! nor the installers are responsible for cleaning up or removing dust. Also, it is possible to notice that the carpet or pad has an odor after installation. This is not a defect and isn't a hazard. The odor should dissipate within two weeks.

___ **ELECTRICAL/ALARM WIRES AND PIPES:** FloorsNow! is not responsible for cut, pierced or broken electrical/alarm wires or pipes that are improperly placed in walls, along baseboards or under floors that are not in accordance with your local building code.

___ **MAINTENANCE AND CARE:** Carpet is made of fibers, similar to clothing. It must be cleaned and maintained to keep it looking good. All manufacturers require carpet to be cleaned every 12 to 18 months. Depending on your selection, you may need to clean your carpet more often. This is especially true of lighter colors. Most manufacturers recommend hot water (steam) extraction for cleaning carpets. Please refer to your manufacturer's warranty guide for specific cleaning and maintenance requirements for your carpet.

I understand I must be present when the installers arrive to review the job, confirm style, color, seam placement and pay my COD. FloorsNow! is not responsible for any claims due to color, style and seam placement once the carpet is installed. Please understand that an additional service charge may apply for any extra work incurred due to unforeseen issues with your subfloor or lack of proper preparation leading to extra time spent on your job by the installers.

Print first and last name: _____

Customer Signature: _____ Date: _____