

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, nor reimburse, for cleaning up dust.

\_\_\_ **SEASONAL GAPPING:** You may notice gaps that appear and disappear in your floor as the seasons change. This is more noticeable in homes with gas or propane heating. This is a normal condition and cannot be prevented.

\_\_\_ **CHECKING:** You may notice right after installation or several months later some wood boards show minor cracks (checking) in the finish mostly near the ends of the boards. As the seasons change your wood might check. This is a common and normal occurrence and is not a defect.

\_\_\_ **CUPPING:** Cupping is caused by changes in moisture in or around the home which in turn affects the wood. Homes that are not occupied year-round are especially susceptible to cupping. Cupping is strictly a site issue and is not covered by any warranty FloorsNow! or the manufacturer provides. Your estimator will check and document the moisture levels of your subfloor while in your home to make sure hardwood can be installed.

\_\_\_ **TEMPERATURE/MOISTURE/HUMIDITY:** Wood is a cellular product. It will retain and give off moisture. Temperature, moisture and humidity all affect wood. Ideally your home should always be between 65 and 75 degrees and 35% to 55 % humidity. Changes in moisture in your home will affect your wood floors. Crawl spaces, landscaping, clogged gutters, sprinklers, etc., can all raise moisture levels in your home which will affect your wood. Everything listed in this section is the responsibility of the homeowner to maintain.

\_\_\_ **SCRATCHING AND DENTS:** All wood, regardless of type, species, finish, etc., will show scratches and dents. It is impossible to prevent them. Putting walk-off mats by doors, keeping your floor swept using the manufacturer's recommended cleaners and putting felt protectors on chairs and other furniture will all help reduce the likelihood of scratches and dents appearing in your hardwood.

\_\_\_ **GRADE/VARIATION/BOARD LENGTHS:** Some species of wood inherently have a lot of color and shade variation. Please remember that wood is a natural product and cannot be "picked" through. Some wood will come in mostly short, long or uniform lengths. This is determined by the species and grade of the wood. If you have questions regarding your selection, please review with your sales person or estimator before purchasing.

\_\_\_ **ACCLIMATION:** If you are purchasing a solid wood floor, we must arrange to deliver your wood at least 48 hours prior to your installation. The wood must be brought into the home and placed in the area(s) where it will be installed.

\_\_\_ **MOLDINGS/TRIM:** Moldings and trim are made to coordinate with your wood, not match it. Generally, it is made in a separate factory and, due to the variations that are inherent with natural wood, there may be some noticeable differences.

\_\_\_ **WALLS/BASEBOARDS/CEILING NAIL POPS:** Our installers will use caution while in your home to prevent marking baseboards and walls, however, some minor scratching and marking may occur during removal of old flooring and installation of your new hardwood. Ceiling nail pops can occur while removing old flooring and installing your new hardwood. FloorsNow! is not responsible nor do we reimburse for repairing minor scratches, marks & nail pops in ceilings.

\_\_\_ **PLUMBING:** If any gas appliances need to be moved, you must arrange have the gas turned off and the appliances disconnected. Our installers are not licensed & insured to provide this service. Plumbing issues discovered while removing & reinstalling toilets may delay your project. You must indicate to our installer where your emergency shut off valve is located, and it must be accessible for the duration of the installation.

\_\_\_ **PREPARATION:** Please remove all personal items, clothing, toys, small furniture, breakables, china from hutches, items from bottoms of closets, linens from beds, and drawers from dressers. Also disconnect and remove all electronics including computers & TVs. It's important to have this completed before the installer arrives at your home. We do not move delicate items such as antiques, grandfather clocks, pianos, large entertainment units and pool tables. Please arrange in advance to have these items moved. If you would like these items moved, you'll need to be present at the time of the move and additional charges will apply. Your HVAC system must be operational for us to install your floor. The temperature must remain at a minimum of 65 degrees. In case of inclement weather, please prepare an area for the installers to cut material such as a garage or basement.

\_\_\_ **REMOVING DOORS:** We will remove doors and re-hang them as needed. However, if they need to be cut the installer will leave them off so you can arrange to have them cut. We do not cut doors.

\_\_\_ **SUBFLOOR SQUEAKING:** After Your floor is installed, you may notice some squeaking. In most cases, your base subfloor is causing the noise. It is not possible to predict or eliminate squeaks. The installer will check your existing subfloor for loose panels and secure them. However, your floor may go through an entire heating/cooling cycle before squeaks develop. Squeaks are not covered by the warranties of FloorsNow! or the flooring's manufacturer.

\_\_\_ **EXTRA MATERIAL:** A waste factor of 5% to 10% is used when calculating the square footage of your job. Species, width, direction, layout and grading of the wood can all affect your job and the amount of leftover material. The leftover material will be left with you. Please keep the material in a flat, dry area for potential future repairs. Leftover material is not returnable.

\_\_\_ **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.

**I understand I must be present when the installers arrive to review the job, confirm style, color, direct of the wood planks and pay my COD. FloorsNow! is not responsible for any claims due to color, style and wood plank direction once the hardwood 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 that leads to extra time spent on your job by the installers. Please consult your manufacturer's website for warranty information and recommendations for cleaning and caring for your new flooring.**

Print first and last name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_