

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.

___ **FLOATING FLOOR DEFLECTION:** Laminate is a floating floor. That means the laminate “rests” on your existing subfloor. There is no such thing as a perfectly flat floor. You will notice that the floor moves or “deflects” when you walk on it. This may be more noticeable in some areas of the floor versus others. Your estimator will check, to the best of their ability, the flatness of your subfloor. There are times some floor coverings such as carpet will hide subfloor issues. If any issues are discovered upon removing your existing flooring, the installer will bring it to your attention immediately. There may be an extra charge to repair or level your subfloor.

___ **TRANSITIONS:** Laminate floors require transitions at all doorways, hallways and sliders. Since laminate “floats,” each manufacturer requires the floor to be divided when going from large areas into small openings, generally under 4 feet wide. Transitions will coordinate, not necessarily match.

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

___ **SCRATCHING AND DENTS:** While laminate is very resilient, it can still scratch and dent. Putting walk-off mats by doors, keeping your floor swept, putting felt protectors on chairs and furniture will all help prevent scratches and dents.

___ **WALLS/BASEBOARDS/CEILING NAIL POPS:** Laminate needs a ¼” expansion gap around its perimeter to accommodate expansion and contraction that comes with fluctuations in temperature and humidity. This gap is covered by either quarter round or baseboard molding. New quarter round may require painting which is a service we do not provide. Alternatively, your existing baseboard molding would be removed and reset after the laminate is installed. Our installers will use caution while in your home to prevent marking baseboards and walls. However, some minor scratching and marking can occur during removal of your old floor covering and the installation of your laminate. Ceiling nail pops can occur while removing your old flooring or installing your wood. FloorsNow! is not responsible, nor do we reimburse, for minor scratches, marks and 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. Plank width, direction, and layout 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 laminate planks and pay my COD. FloorsNow! is not responsible for any claims due to color, style and laminate plank direction once the laminate 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: _____