

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.

___**GROUT HAZE:** After your tile or stone is installed, you might notice a haze from the grout. This is normal and can be buffed off after 24 hours. A lightly dampened sponge should remove the haze. Do not use household cleaners; ammonia, vinegar, etc., on your tile or stone as it may permanently damage the finish. Please consult with your salesperson on cleaning and maintenance products.

___**GROUT SEALING:** It is strongly recommended that you seal your grout. You should wait at least 72 hours before applying any sealers. Be aware that sealer may darken your grout slightly. Test in a small inconspicuous area first. FloorsNow! does not provide this service. If you purchased Tec XT grout, sealing is not needed. Tec XT grout must cure for 12 days before getting wet.

___**POLISHES/SEALERS:** Some natural stone products must be sealed. There are different sealers and polishes available. Sealing provides stain resistance, but they are not stain proof. Always test in an inconspicuous area first because some sealers and polishes will darken natural stone. Please consult with your salesperson on these items.

___**SHADING:** All tile and stone will vary in color and shading. Every time a tile is fired, its shading will vary depending on the color, style, body and texture. Some tiles are sold as "highly shaded" and are marked as such in our showrooms. Natural products such as marble, granite and stone are guaranteed to show variations. Make sure you review your selection with your salesperson if variation is a concern.

___**SCRATCHING:** Some tile and all-natural stone will scratch under the right conditions. The higher the shine, the more visible the scratches will be. Proper maintenance will help to reduce scratching. Putting protectors on chairs and furniture, keeping your floors swept and free of dirt & sand will help reduce scratching as well.

___**TRIM/DECOS/LISTELLOS/BULL NOSE/HAND-PAINTED TILES:** These products are designed to coordinate, not match your tile. They are made at different times and usually in different factories.

___**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.

___**LAYOUT AND DESIGN:** You must be present to discuss and review the placement of your tile, decos, listellos, chair rails, etc. While your estimator drew a diagram showing the layout, many times customers change their minds once the installers arrive. No changes can be made once the tile is installed. FloorsNow! is not responsible for layout or design if you are not present at the time of 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. The temperature must remain 50-70 degrees for at least 48 hours before and after installation. 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.

___**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 selections, colors, placement of decos/listellos and pay my balance. FloorsNow! is not responsible for any claims due to color, placement or overall appearance once the tile is installed. Please understand an additional service charge may apply for any extra work incurred due to unforeseen issues with your subfloor/walls 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: _____