

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.

\_\_\_ **BUBBLES:** You may notice some bubbles in your sheet vinyl floor after installation. Such an occurrence is common and bubbles generally dissipate within 24 hours. If they are still visible after 24 hours, please contact the installation department.

\_\_\_ **VINYL TILE & PLANK FLOORS:** These products are designed to have a tile or wood appearance. You will notice lines and minor gaps in these products. Color and style will greatly affect the visibility of lines and gaps. Gapping and movement will occur with extreme temperature changes.

\_\_\_ **GROUTABLE VINYL:** If you have selected a groutable vinyl tile, please be aware that the grout might need to be done on a separate day from the installation of the vinyl. The grout used is very similar to ceramic grout. Grout must cure for 72 hours before applying any water to the floor. You may notice a slight grout haze after the grouting is done. This can be buffed off with a damp towel or sponge 24 hours after the grout has been installed. Grout must be cleaned and sealed to keep it looking good. Please wait at least 4 hours before walking on a floor that has been grouted.

\_\_\_ **PROTECTION:** Do not move any heavy appliances or objects across your floor without protecting it first. Vinyl can tear and gouge. Protect your floor by installing felt pads on all furniture and chairs. Rolling chairs can damage a vinyl floor quickly. Protect your vinyl floor with a plastic mat in the area where a rolling chair will be used. There is no warranty against damage caused by rolling chairs. Please wait at least 24 hours before subjecting the floor to heavy rolling loads.

\_\_\_ **WALLS/BASEBOARDS/CEILING POPS:** 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 flooring and installation of your vinyl. Ceiling nail pops can occur while removing your old flooring. FloorsNow! is not responsible for minor scratches, marks and ceiling nail pops, nor do we reimburse for their repair.

\_\_\_ **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 the location of your emergency shut off valve and the valve must be accessible for the duration of the installation.

\_\_\_ **FLOOR PREP/UNFORESEEN SUBFLOOR ISSUES:** While the estimator is in your home, he will determine what is needed to properly prepare your subfloor for installing your vinyl floor. There are times when unforeseen issues will be discovered upon removing your existing floor. Conditions such as old adhesives, subfloor damaged by rot or insects, mold, hazardous materials (asbestos) or structural issues must be addressed before installing your new vinyl floor. If we can repair the floor, an extra charge will apply. In some cases, repairs need to be performed by a different contractor. Your floor will not be installed until the condition has been corrected. FloorsNow! is not responsible for unforeseen issues.

\_\_\_ **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.

\_\_\_ **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.

\_\_\_ **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 stop 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 FloorsNow! or the manufacturer.

\_\_\_ **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, seam placement, vinyl plank direction and pay my COD. FloorsNow! is not responsible for any claims due to color, style, seam placement and vinyl plank direction, once the vinyl 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.

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: \_\_\_\_\_