

FLOORING INSTALLATION AGREEMENT

Thanks for choosing us for your flooring project. We very much appreciate the opportunity and are committed to the excellence of our work. The following is our service agreement. By agreeing to venture into this project together, you are acknowledging the following:

Flooring:

The description of the flooring we are installing or fabricating is outlined in your work order (estimate). By paying your initial deposit, you are indicating that you have received your work order, have agreed to the estimate, and are acknowledging that all details are correct.

Furniture and Fixtures:

- Your work order may include moving furniture. Our base charge is \$50/room. If it is deemed to be excessive (more than 5 large pieces), additional charges may be added to your final invoice.
- We do not move items we determine are unwieldy or dangerous. Such items may include but are not limited to fish tanks, waterbeds, guns, pool tables, pianos, and armoires.
- Please strip beds of sheets and linens. Empty china cabinets, refrigerators, bookshelves, drawers, etc.
- We do not move items that are fixed to the floors, walls, or ceilings. Please remove all photos and frames from the space.
- Our installers do not unhook or reconnect any electrical equipment.
- Our installers do not unhook or reconnect any appliances that are hardwired. You will need to hire an electrician to do so.
- Our installers do not unhook or reconnect gas stoves, toilets, ice makers, washers, or dryers. You will need to hire a plumber or other contractor for this work.

Adult Presence:

- An adult 18 or older must be present to let our installers in upon arrival.
- If you will not be home, we will need cell phone access to reach you in the event something comes up during the installation.

Power and Room Temperature:

- Electrical power must be available.
- Carpet; job site must be acclimated to at least 67 degrees for 3 hours before and after the installation.
- Hardwood or Laminate: Job site must be acclimated to normal living conditions 3 days before the material is delivered.

Removal of Existing Floors:

- Removal and disposal of existing material is not included unless specified on the work order.
- We will do our best to divert your material from landfills but we cannot guarantee that it's recycled.
- We are not licensed to remove asbestos or lead. We can go over it but we cannot remove it. All tile and vinyl materials need to be tested per state law to rule out asbestos before it's removed.
- We will include removal of a glue down in your estimate but cannot be responsible for unforeseen situations that may come up during the removal. If the glue on the existing carpet is extremely aggressive, the process of pulling it up could damage the subfloor. This may incur additional costs on your final invoice for additional equipment and/or labor.
- We will also quote a basic price for removal of wood, tile, or vinyl but reserve the right to add charges to the final invoice if matters arise.

- If extra charges are to apply, you will be notified at once. You will have the right to proceed on your own before agreeing to having us continue.
- For health reasons, our installers reserve the right to refuse to pull up material with excessive pet stains.

Additional Charges:

- We cannot be held responsible for unseen circumstances. Our professional estimators make every effort to include every item we foresee. In the event we miss something, we will try to discuss everything before additional materials or services are needed.

Stairs:

- There are many ways to install carpet on stairs; runner, wall to wall, Hollywood style, or waterfall. Be sure to discuss with your salesperson the method you'd like to choose. If the method of installation is not specified on the work order, we will choose the best option per our discretion.
- It is best to discuss every detail with the sales staff before the installation or be present during the installation to discuss all details with the installation team.

Seams:

- We guarantee professionally constructed, durable seams. Professionally constructed seams are not invisible ones. There are many factors affecting whether a seam would be visible or not; lighting, thickness of material, type of material, and pattern. If you're ever unsatisfied with the seam, there's a good chance it can be improved.

Other Room Conditions:

- Please remove all quarter round moulding to ensure quality installation.
- Door cutting is not included in your quote and not offered by our installers.
- Please remove all closets from their tracks.
- Please inform the installers about any unseen wires or heating units under the floor.
- Some scratching may occur on baseboards as part of the installation process. Touch up is the homeowner's responsibility.

Patterned Carpet:

- No pattern is without skew and no room is perfectly square. We do our best to get the most pleasing results.

Natural Carpets:

- Products made from natural or woven materials have natural variations. These are not defects but charming flaws inherent to this type of product.

Defective Carpets:

- Although rare, we do run into situations that there are clear defects. We make best efforts to see these during our inspection process but some flaws slip by. Should we determine that there is some type of defect, we will work on your behalf to initiate a claim with the manufacturer. This may require a 3rd party inspector to come an to investigate the issue further.
- The Carpet Workroom cannot be held responsible for any monetary compensation should your carpet be deemed defective.

Job Completion:

- Our installers are expected to clean up and remove all trash. We will leave the space cleaned to the best of our ability. If there's any usable material left, we'll leave it in a visible area for future use. If you'd like to take advantage of our binding services, we do offer discounts for returning customers and remnant binding.

Social Media Content:

- We take many photos/videos throughout the process of completing a project. Some of the media we collect will be included on our Blog or social media posts. If you don't want images of your home included in this content, please inform your project manager or the installers.
- If you post anything on your own social media, please @mention us. If you do, we'll send special offers for future projects!
 - Instagram: @thecarpetworkroom
 - Facebook: @thecarpetworkroom
 - Houzz: The Carpet Workroom @thecarpetworkroom
- We offer additional incentives if you post a video, testimonial or review!
- Payment is due upon immediate completion. We'd prefer if you'd leave a check for our installers.
- If you'd prefer to pay by credit card, please contact the sales office to request a pay link.
- If not be home during installation, please make arrangements to pay balance before we arrive.
- Unpaid balances will be charged 1.5% interest monthly.

Cancelled Installation Policy:

- Once you schedule an installation, it must be cancelled before 12pm on the previous business day.
- A \$50 fee will be charged for a late installation.

Maintenance:

- Proper maintenance is essential for best results and warranty service.
- You can find maintenance instructions and installation warranties at carpetworkroom.com.

Customer Signature

Date