



Customer Checklist – Preparation for flooring installation

IC Floors prides itself on great customer service. One way we maintain this higher level of service is by keeping our customers informed and by striving to make sure our customers, sales staff, subcontractors and vendors all know what is expected from an installation.

As a general rule, installers expect the installation area to be clear of furniture, appliances, belongings and ready for installation. Unexpected delays can interfere with the schedules and the installers would like to provide you and all our customers with a quality installation as quickly as possible. If you choose to clear the installation areas, please be aware that the installers are prepared for installing in all areas. They should not have to wait for furniture, appliances or belongings to be moved in order to continue a job. If you are unable to have all areas ready for installation, the job may need to be rescheduled or broken into multiple days. Depending on the size of the job, a trip charge may be assessed.

Please communicate your intentions with your salesperson before the day of installation so that appropriate arrangements may be made.

Please review the IC Floors Installation Guidelines in addition to this checklist.

Before we arrive please:

1. Remove and store all knick-knacks, breakables, laundry, toys, bed liners, pillows, rugs, pictures, lamps, CD's and DVD's.
2. Disconnect, remove and store all electronics and computers.
3. Clear all closets by removing shoes, toys, boxes, etc. and by getting all long clothing off the floor.
4. Remove and store all books from portable book shelves as well as china and valuables from china hutches.
5. Move from installation areas special items such as grandfather clocks, pool tables, pianos, water beds, aquariums, large screen televisions, or exercise equipment Built-in or large office desks, some safes, bed ensembles requiring extensive disassembly may not be able to be moved or may require a substantial additional charge.
6. Move and/or store specific items of particular value prior to our arrival.
7. Remove existing flooring materials with pet urine or other objectionable materials. Prepare subfloor properly for installation of new material. Urine in concrete or plywood may transfer up through new flooring if not properly treated.

During installation:

1. If IC Floors will be moving your furniture/belongings, there will be a \$0.25/sf or a \$200 minimum charge assessed based on the total square footage of the job.

2. We will move only furniture/appliances that are too large to be easily moved by 1 person. Smaller items need to be moved before we arrive.
3. We are not professional movers and cannot be expected to know the value or unusual situations about your furniture or appliances. If, due to the condition of some furniture/appliance, our installers are concerned that a particular item cannot be moved without it being damaged, we may not be able to move it. If you choose to have our installers move the furniture in question anyway, we will not be responsible for resulting damage. You may be asked to sign a waiver.
4. If, upon our installers' arrival, the areas of installation are not ready as discussed, you will be subject to rescheduling and/or additional charges.

After installation:

1. If IC Floors removed and reinstalled appliances (specifically washers, dryers, refrigerators with ice makers, toilets or pedestal sinks) you will need to inspect the connections. IC Floors assumes no responsibility for plumbing leaks. If you have any concerns about specific plumbing issues, please notify us in advance. If our installer has concerns about any plumbing connections, they will not reconnect. We will not be responsible for plumbing issues arising from changes in flooring height.
2. If doors were removed by IC Floors to install your new flooring, they will be re-hung **unless the thickness of your new floors does not allow it. IC Floors does not cut down doors.**

If you have any questions, please contact your sales representative.

Thank you,
IC Floors