



INSTALLATION GUIDELINES

Thank you for your purchase at IC Floors. We value your business and want to make sure your entire experience with IC Floors is a pleasant one. Our goal is to provide the highest quality at the most competitive prices. The following guidelines provide you with important information and details you will need know in order to prepare your home for your new flooring. By providing you with IC Floors policies and procedures right away, we should minimize confusion and surprises. Please read the following and do not hesitate to ask your sales representative any questions you may have.

- 1 All installation times and dates are estimated. We will make every effort to be accurate; however, we cannot guarantee beginning or completion times.
- 2 C.O.D.'s must be paid upon completion payable by money order, certified check, cash or credit card.
- 3 When drapes are folded up to install your flooring, wrinkles will occur. Customers must remove drapes prior to installation.
- 4 Dust and dirt may occur with the installation of your new flooring or the removal of your existing flooring. We will do our best to minimize the dust and dirt we create, however some clean-up may be necessary by the customer upon our departure, for which we cannot be responsible. Turning off your HVAC unit during installation may help minimize dust spreading to other areas of your home.
- 5 Materials that are "special order" are non-returnable, non-refundable and may not be cancelled. In the event that a mill or supplier will accept returns, customer agrees to pay as liquidated damages, a sum equal to twenty-five percent (25%) of the total purchase price plus freight and fuel surcharges. In the event of cancellation by customer after removal of customer's existing flooring, the Company is not responsible for reinstallation of customer's flooring even if removed by the Company.
- 6 In the event that material is held on "will call" and deposit is placed, the Company will hold said carpet for sixty (60) days. After notice to the customer, the Company shall have the right at its option to continue to hold the material or dispose of it and retain the deposit monies as liquidated damages.
- 7 The Company does not guarantee carpet ordered will match sample color exactly. Some variance is normal.
- 8 The Company will assist the customer in any claims based upon warranty defects in material sold. In the event the Company will not be installing material, all defects or shortages in the material must be reported to the Company within 48 hours of pickup/delivery or else material is deemed acceptable.
- 9 Shading, shedding, fluffing or pile crushing do not necessarily constitute manufacturing defects. These are inherent characteristics of all pile fabric.
- 10 Although no seam is truly invisible, some seams show more than others due to tufting methods, direction of seam, material, style or color. We will use utmost care when making your seams. All seams will be located at managers discretion unless specified in writing within 48 hours of your purchase.
- 11 IC Floors will remove existing carpet at a per yard charge. However, if existing carpet is saturated from pets of other objectionable materials (as determined by installers) the customer will be responsible for carpet removal.
- 12 Customer should have all areas where new flooring is being installed, including closets, all furniture, breakables, etc. cleared out. Areas need to be completely empty. If you require IC Floors to remove and replace your furniture, an additional charge will apply. IC Floors will remove and replace BASIC FURNITURE ONLY. Anything that can be moved by one person should be moved before we arrive. It is the homeowners responsibility to move aquariums, safes, waterbeds, pool tables, pianos, organs, large screen T.V.'s, jewelry, custom cabinets, computers, video or audio equipment, cable equipment, books, entertainment centers, antiques, grandfather clocks, fragile accessories such as lamps, pictures, ash trays and china - even when items may be on your walls. Bedding should be removed and closet floors emptied of shoes and other items. If IC Floors agrees to move any of these items, we will take the utmost care in handling your possessions, however, we cannot be responsible to damage incurred while moving said furniture. We are not professional movers.
- 13 IC Floors assumes no responsibility for plumbing leaks due to reconnection of appliances. It is the homeowners responsibility to disconnect and reconnect any appliances hooked up to gas or water, such as ice makers, washers, dryers, wash tubs, sinks, ovens, dishwashers or water heaters, etc. It is the customer's responsibility to move water heaters, appliances and free standing wood-burning stoves. Use caution when moving them back over your new floor. If IC Floors reconnects plumbing, please monitor and recheck connections after our completion as we will not be responsible for plumbing changes, malfunctions or leaks due to reconnection. We will not be responsible to plumbing issues resulting from a change in floor heights. Commode must be in clean and sanitized condition before we will remove it. If we remove existing commode and cannot reinstall it, we will notify you of situation and it is your responsibility to have commode reinstalled. IC Floors highly recommends having a plumbing professional reinstall ALL of your plumbed and gas appliances. We DO NOT reconnect gas appliances.

- 14 When shoemold, thresholds or baseboards have to be removed, it is virtually impossible to remove without minor dents, paint chips and cracking due to age, number of coats of paints and type nails previously used. Customer should remove shoemolds and thresholds prior to installation. If IC Floors will be reinstalling shoemold, threshold or baseboard, we will fill nail holes. IC Floors does not repaint/restrain or caulk after reinstallation.
- 15 Baseboards - When installing up to a baseboard, minor scratching may occur due to the rough backing on carpets. Minor dents and paint chipping may occur due to the tools needed to insure proper installation. The installers will use care, however, we cannot guarantee this will not occur. Minor touch up may be required after installations.
- 16 When doors are removed, paint may chip at the hinges. The customer may need to provide touch up. Doors will be rehung unless the thickness of your new flooring doesn't allow it. IC Floors does not cut off doors.
- 17 Customers must tell installers prior to installation of any hidden wiring or cords beneath the flooring, alarm system or any special circumstances that require caution by the installers.
- 18 IC Floors does not haul away old material. We will place it on your premises where you specify in a manageable size. Please understand, old material can contaminate new. The Company will be responsible for removal of all company waste material.
- 19 The Company will not guarantee taped down, loose laid or form fit installations.
- 20 Delivery of merchandise is contingent upon strikes, lockouts, fires, accidents, inability to obtain material, weather, governmental acts, shipping and other causes beyond our control.
- 21 If this invoice is based on customer's measurements or blueprints, the Company is not responsible for accuracy of such measurements. The price indicated on such orders shall be subject to change if the actual measurements vary from those submitted.
- 22 Special orders from mills may take four (4) weeks or more for delivery. Sometimes mills let us down. However, we will do all we can to satisfy you. Your salesperson will be in touch with you to keep you updated.
- 23 Since all rooms are not square, vinyl, linoleum or patterned carpet will be located at installer's discretion. In the event that the customer wishes to have installation other than as directed by installer, customer shall be responsible for location within said room.
- 24 It is the customer's responsibility when someone other than IC Floors installs underlayment. We cannot be held responsible for others material or workmanship. No vinyl manufacturer will warrant their material if the underlayment is not installed by seller of material (i.e. IC Floors).
- 25 All glue-down carpet and vinyl requires a cove base or baseboard, to properly finish edges. Hardwood and tile may require shoemold in addition to baseboard to properly finish edges
- 26 **BLACK or CUT BACK ADHESIVE IS A PROBLEM IN THE INDUSTRY.** In the case of removing old material from your floor and black adhesive is found. IC Floors can only do one of two things:
- a) Not install the job, OR
 - b) Install the materials and IC Floors will not be responsible for any problems that occur such as the adhesive bleeding through or cracking or popping sounds.
- 27 Improper glides or legs on furniture can cause damage to your new flooring. Use extreme care when moving your furniture or appliances.
- 28 Shoes with high heels can apply several hundred pounds of pressure which can cause indentations in your flooring. Use caution when wearing this type of shoe.
- 29 There may be problems that cannot be seen until old flooring is removed such as, bad concrete, bad sub-floor, unlevelled surfaces, separate boards, etc. If this happens you must contact your salesperson before we can go on with your installation. We will install your job only if it is done properly. Please understand that there could be additional charges for material or labor.
- 30 Most hardwood and laminate products must acclimate to your home's conditions for at least 48 hours prior to installation. IC Floors can arrange for delivery of materials to your home for a delivery charge of \$35.00 or you may make separate arrangements for pick-up and delivery.
- 31 All areas where IC Floors will be installing must have electricity and heat. The temperature should be at least 65 degrees in those areas for 48 hours prior to installation. Failure to meet these requirements will result in postponement of your installation and an additional trip charge for returning at a later date.
- 32 All work will be installed by qualified subcontracted installers and shall be completed in a workman like manner. IC Floors guarantees any regular installation of our products for a period of 1 year. If a concern should arise, please call your sales representative so that we may correct the problem immediately.

Customer Signature

Date