



Installation Preparation

(Before, During, and After)

Customer Name: _____

CG#: _____ Date: _____

Sales Person: _____

Stain Color (if applicable) _____

Issuing Associate: _____

Before Installers Arrive

- ✓ Air conditioning, heating, and ventilation systems are operable.
- ✓ Create a clear path through your home for easy access to the demo/installation area.
- ✓ Remove all items from entertainment centers, china cabinets, bookcases, closets and closet floors, and pantry floors
- ✓ Move all breakables, such as lamps, pictures, vases, mirrors, antiques, and other valuables from the areas affected by installation work.
- ✓ Disconnect and remove all electrical equipment including televisions, wired sound systems, and computers.
- ✓ Remove all electrical wires running along baseboards and door casings.
- ✓ Move all furniture out of the installation area. If you prefer, Brian's Flooring and Design is able to move your furniture for you, for an additional charge. Discuss this with your Sales Representative and this charge will be added to your quote before the job is to be ordered and installed.
- ✓ Brian's Flooring and Design does not move aquariums, audio equipment, stone dining table tops, pool tables, grandfather clocks, safes, firearms, televisions, and computers. The only pianos Brian's will move are upright and on wheels. We will not move them outside or up or down any stairs.
- ✓ If you are removing trim/baseboards and/or previous flooring yourself, please be sure to have to surface clear of any staples, nails, adhesive, and dirt.
- ✓ Flooring that Brian's Flooring and Design removes during the demo process, will be hauled off and disposed of.
- ✓ If you complete the demo and need us to haul off the old flooring, we will do this for you, for an additional charge and you will need to discuss this with your Sales Representative before your job is ordered and installed.
- ✓ If you complete the demo, your Sales Representative will need to check the subfloor before the day of installation, to make sure the floor is in good condition and if it needs further prep. If your floor is not ready for installation, Brian's Flooring and Design will handle this for an additional charge, if it is within our scope of floor prep services.
- ✓ If needed, arrange for the disconnection of gas appliances and electronics.
- ✓ Brian's does not disconnect and/or reconnect gas lines.
- ✓ Brian's will reconnect a water line to a refrigerator. However, we will not re-install a water line that we deem faulty. (I.e. an original water line. Brian's will not be held responsible for clogged lines due to the moving of the refrigerator).
- ✓ We do not remove pedestal sinks.
- ✓ We do not re-install icemaker lines which we believe to be faulty.

Customer Initials _____ *(I have read the statements above and agree to the terms)*

During Installation

- ✓ Verify that the inside temperature is appropriate for installation. (Hard surface flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30% to 50% and a temperature range of 60` to 80` Fahrenheit).
- ✓ Keep children and pets away from the installation area.
- ✓ If you are not present during installation, please make sure all pets are securely kept away from installation area. We will not be responsible for pets getting loose.
- ✓ While the installer is working, please be mindful of his time and focus. If you have any questions, please call your Sales Representative and they will be glad to assist you. This will lead to a faster and more thorough installation in your home.
- ✓ Our installers will be very careful to avoid damage to your baseboards and other woodwork as well as, walls while delivering and installing your flooring. Scuffing of wood work may be unavoidable. We cannot be responsible for any touch-ups which may be required.

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After Installation

- ✓ Furniture will be moved back into its original spots within the installation area.
- ✓ Following manufacturer's guidelines, we suggest you put appropriate protectors on the feet of chairs, tables, and other furniture to avoid damaging your new flooring.
- ✓ Immediately begin proper care and maintenance. Always follow the manufacturer's recommendations to maintain your warranty and keep your new flooring looking its best. For proper instructions on cleaning your new floor, please visit the manufacturer's website for exact cleaning specifications.
- ✓ Unless otherwise stated in your invoice, our installers will take away and dispose of all old flooring.
- ✓ Please report any issue or concern you have with the installation, as soon as you see it.

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General Installation Information

- ✓ Your Sales Representative will give you an estimate of how long it will take to finish your job. Please know that this is only an estimate of time. Circumstances may arise with unforeseen issues, which may cause the job time to be extended. Other factors beyond our control may also cause a delay in the completion. Brian's will not pay for any work-time missed by the customer or any other monetary compensation for inconvenience.
- ✓ Waste (material overage %) has been added to your job based on industry standards for installation. The amount of waste varies and is determined by the product type, method of installation, complexity of pattern match, layout of the area, and/or design features. You can expect to have material left over and it should be saved in case of future repairs.
- ✓ Material only purchases are the only exception to Brian's not measuring the space to be installed. The customer will provide the measurements and all materials purchased is sold as a final sale. No returns will be accepted.
- ✓ If you are having new shoe mold or quarter round installed, please be advised of the following: Brian's Flooring and Design will stain it to coordinate with your flooring and install it. You may purchase primed quarter round, however we do not paint this.
- ✓ When we are installing and/or staining wood stair treads, you should expect stain to get on your risers, stringers, and balusters. These components will need to be repainted, once the staining process is completed. Brian's is not responsible for painting these components and/or walls, nor is Brian's Flooring responsible for finding you a painter. Your Sales Rep may refer you to a painter if he/she knows of one.
- ✓ We are able to fix nail squeaks. However, there is a great chance that we will not be able to fix all of them and please understand that they may return in the future. We are not liable for this when this occurs.
- ✓ When your toilet is removed and replaced for new tile installation, Brian's will replace the wax seal. If there are unforeseen circumstances such as breakage of rusty screws, cracked drain pipes, drain pipes requiring an extender flange due to the height of the new floor, Brian's will not be held responsible.
- ✓ If your toilet leaks from the flange after we replace it, we will repair that. If your toilet leaks, from any component other than the flange, we are not responsible for it.

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Unforeseeable Conditions of Job Area

- ✓ In most cases, our installers do not run into problems once demo has begun. However, it does happen from time to time. There may be problems under your existing carpet or flooring which are not visible until that carpet or flooring is removed. Such issues could include but are not limited to; soiled carpet and carpet pad, poor sub-floor conditions, water or termite damage, and electrical or plumbing problems. Such issues will need to be addressed by a licensed tradesman and will need to be completed before we continue with our installation. Hidden issues will not be covered by your original quote agreement. There will be additional charges to you if Brian's repairs any sub floor or additional floor preparation is necessary.

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Products Specific To Your Installation (Please initial under all that apply to your project)

Carpet Installation

- ✓ If you the customer, are removing the old carpet, please do not remove the existing tack strip. This may damage your sub floor. Strips will be removed and replaced as necessary.
- ✓ Removal of existing carpet will create minimal dust in your home. Brian's will not be held for dust cleaning or for paying others to dust clean.
- ✓ Most carpet manufacturers advise you to get your carpets professionally cleaned once a year. Please refer to the manufacturer's website for the proper care for your carpet.

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Wood Installation

Natural Woods – what to expect: Hardwoods and stair treads are a product of nature, variations in color and grain are to be expected. Some species of wood have unique grain characteristics that may cause the final finishes to look darker or lighter in some areas. Therefore, while your stairs and floors may have the same basic appearance of the color stain, they will be absolutely unique and perhaps noticeably different. You can anticipate the consistency of quality as well as the character of natural wood in all our floors and stairs.

- ✓ If your installation involves raw wood, we will deliver it and install it and allow it to acclimate for 14 days. We will then come back to Sand and Finish it.
- ✓ We do not refinish any stair components including but not limited to: handrails, nosing, balusters, newel posts, risers, and skirt boards. You will need to purchase new unfinished components and we will sand and finish them.
- ✓ Our machines are designed to reduce most of the dust created by sanding, however, we will mask off areas and paths of the home at no additional charge, to combat any remaining dust spread. (If you are doing both a screen & re-coat as well as a sand & finish, at the same time but in different areas of your home, please know that these finishes will not match exactly). The little dust created will always be vacuumed and thoroughly cleaned before finishing your project.
- ✓ If you are doing both a screen & re-coat and a sand & finish, (please know that these finishes will not match exactly).
- ✓ Depending on the finish you have chosen, dry times will vary. During the coating of the floor, all occupants must vacate in order to minimize contaminants in the finished product.
- ✓ After the final coat: 24 hours dry time should be allowed before reintroducing pets the floor, wait 2 to 3 days for moving furniture back onto the floor, allow 7 days or longer to replace rugs and other large-bodied objects directly to the floor, we encourage you to use felt pads on your furniture feet, and no water or moisture of any kind on the floor during the first 7 days.
- ✓ Do not wet mop your hardwood floors. Using a damp microfiber cloth is the best option when cleaning.

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Stair Treads - Quarter round - Shoe mold – Transitions

- ✓ New solid treads do not need to acclimate.
- ✓ When stair treads are stained, we try our best to coordinate the stain color as best with the floor stain color. Please note: this will NOT be an exact match. The wood tread and the wood floor are often times different species and the stain will react differently to each.
- ✓ When we are installing and/or staining wood stair treads, you should expect stain to get on your risers, stringers, and balusters. These components will need to be repainted, once the staining process is completed. Brian's is not responsible for painting these components and/or walls, nor is Brian's Flooring responsible for finding you a painter. Your Sales Rep may refer you to a painter if he/she knows of one.
- ✓ If you are having new shoe mold or quarter round installed, please be advised of the following: Brian's Flooring and Design will stain to coordinate your flooring and install it. You may purchase primed quarter round or shoe mold, however we do not paint this. (The home owner is responsible for this).

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Tile Installation

- ✓ During the installation of tile, please respect your installer's responsibility and time. Often times, installing tile takes time and great focus. If you have questions, please do not distract your installer and simply direct your concerns immediately to your Sales Representative.
- ✓ Please do not walk on a tile job in progress. (This will result in the movement of the thin set and tile, therefore re-installation and additional charges will be necessary). Once the tile floor is grouted, wait at least 24 hours to walk on it. This gives the grout good time to set and cure.
- ✓ *****If your project includes the installation of a shower, please note that if your glass installer uses a drill instead of a high quality adhesive to attach a glass wall or glass door to the tile walls, floor, and/or curb, it may cause major damage. Because of this, Brian's Flooring & Design will not cover any future damage to the shower or bathroom floor and your warranty will become null and void.***
- ✓ Once the job is completed, let your Sales Representative know immediately, if you see any cracks and/or any discoloration in grout joints.
Customer Initials _____ (I have read the statements above and agree to the terms)

Laminate/Luxury Vinyl Plank Installation

- ✓ Brian's will deliver your laminate before the day of your installation. This is for it to properly acclimate.
- ✓ These products must have baseboards or quarter round molding over the edge of the flooring. This covers the expansion areas around the perimeter of the rooms.
- ✓ There will also be an underlayment installed directly before the laminate goes down.
- ✓ For proper cleaning instructions, please refer to the manufacturer's website. By using their cleaning methods and/or suggested products, you are adhering to the product's warranty standards.
Customer Initials _____ (I have read the statements above and agree to the terms) *Waterproof Disclosure: Although these products are marketed as WATERPROOF, Brian's Flooring & Design considers this term lightly. These products are considered highly water resistant and in essence "topically" waterproof. However, when these products are installed and water somehow gets under the flooring, it will lead to permanent damage of the material. For further information please speak with your Showroom Designer and/or your Residential Sales Representative.

Brian's Flooring Design Labor Warranty

Carpet Residential (Two Year Installation Warranty)

- ✓ Brian's warrants the installation labor on residential carpet that is purchased and installed by Brian's Flooring.
- ✓ The **warranty covers** repairs to the following: seams, come apart, or ravel. We will also re-stretch wrinkled or rippled carpet.
- ✓ The replacement of carpet or pad is excluded.
- ✓ The **warranty does not cover** the following: damage caused by pets, abuse, taking carpet from tack strip or transitions (to run electrical wires), flooding, improper cleaning or attempts at nonprofessional repairs.
- ✓ This **warranty is void** on any multi-family, rental, or new construction properties.
- ✓ All warranty repairs are completed at no charge for the term of the warranty and are performed during normal business hours.

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Carpet Commercial (One Year Installation Warranty)

- ✓ Brian's warrants the installation labor on commercial carpet that is purchased and installed by Brian's Flooring.
- ✓ The **warranty covers** repairs to the following: seams, come apart, or ravel. We will re-stretch wrinkles and repair loosened transition materials.
- ✓ The replacement of carpet or pad is excluded.
- ✓ The **warranty does not cover** the following: damage caused by pets, abuse, taking carpet from tack strip or transitions (to run electrical wires), flooding, improper cleaning, or attempts at nonprofessional repairs.
- ✓ All warranty repairs are completed at no charge for the term of the warranty and are performed during normal business hours.

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Wood / Laminate / LVP / Tile (One Year Installation Warranty)

- ✓ The **Wood warranty covers** the following: the repairing of wood planks that are loose or have gaps in joints that are not within industry standards or related to structural changes.
- ✓ The **Wood warranty does not cover** damage from water, warped boards from humidity, hollow spots and/or gaps from slab expansion, improper cleaning, or attempts at nonprofessional repairs.
- ✓ The **LVP/Laminate warranty covers** the following: loose planks, gaps in joints that are not within industry standards or related to structural changes.
- ✓ The **LVP/Laminate warranty does not cover** damage caused by pets, flooding, slow leaks from appliances, abuse, or shifting or unstable slabs or subfloors, improper cleaning, or attempts at nonprofessional repairs.
- ✓ The **Tile warranty covers** the following: loose tiles and cracked grout. Please be advised that when new grout is applied, there may be a shade variation due to different dye lots in grout color kits.
- ✓ The **Tile warranty does not cover** damaged tile and tile products due to foundation movement, shifting or unstable subfloors, water leaks, shower or tub plumbing issues, or attempts at nonprofessional repairs.
- ✓ ****If your project includes the installation of a shower, please note that if your glass installer uses a drill instead of a high quality adhesive to attach a glass wall or glass door to the tile walls, floor, and/or curb, it may cause major damage. Because of this, Brian's Flooring & Design will not cover any future damage to the shower or bathroom floor and your warranty will become null and void.**

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***Note: Brian's Flooring and Design has the right to revise these terms and conditions at any time. Prices are also subject to change without notice. All claims, demands, and disputes that may arise between the parties of this Agreement, of whatever kind or nature, shall upon the demand of either party, be submitted to binding arbitration, which shall be governed by the provisions of the American Arbitration Association (AAA) Construction Industry.**

Customer Signature: _____ **Date:** _____