



## Installation Preparation Packet

Customer Name: \_\_\_\_\_

CG#: \_\_\_\_\_ Date: \_\_\_\_\_

Sales Person: \_\_\_\_\_

### 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 and decorative accessories, such as lamps, pictures, vases, mirrors, antiques, all drawers with items and/or clothing in them, and other valuables from the areas affected by installation work.
- ✓ Move all furniture and home accessories out of the installation area. Brian's Flooring and Design will move your furniture for an additional charge which must be decided before the material is ordered and installed.
- ✓ Brian's Flooring and Design does not move aquariums, audio equipment, stone dining table tops, pool tables, grand pianos, grandfather clocks, safes, firearms, televisions, and computers.
- ✓ It is imperative that you understand that Brian's does not move anything other than the actual furniture pieces. Brian's will not move any other items from the installation area. It is the homeowner's responsibility to move all other items prior to the installation date.
- ✓ Disconnect and remove all electrical equipment including televisions, wired sound systems, and computers and all wiring.
- ✓ 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 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. The homeowner is responsible for disconnection/reconnection.
- ✓ 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 or vanity sinks that have legs.
- ✓ The homeowner or homeowner's hired plumber must disconnect the water lines and remove the sink out of the bathroom to a safe location. Once the installation is complete, the vanity may be moved back into the bathroom and water lines reconnected. (Brian's does not do this)
- ✓ We do not re-install icemaker lines which we believe to be faulty.
- ✓ Once your installation is scheduled, you will need to make sure that this form is signed and returned to Brian's Flooring.
- ✓ You will receive a phone call from our Installation Manager the day before your install is set to begin.
- ✓ We understand that life happens and there are those times that scheduled appointment dates and times need to be changed. That is why Brian's will give you up to 48 hours prior to your install start date to cancel and reschedule with no "cancellation charge" applied. If you do cancel and/or are not prepared for your install to begin on your scheduled date and you are within the 48 hours of that date, you will be charged a \$100.00 cancellation fee.

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

### **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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### **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 the new tile installation, Brian's will replace the wax seal. If there are unforeseen circumstances such as breakage of rusty screws, broken flange, 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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### **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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**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.
- ✓ **"Sheens** - It's important to realize that different hardwood species—and textures—will produce different gloss levels. Natural wood color or patina, as well as differences caused by open- vs. closed-grain woods, and texture will produce subtle variances in the gloss level. Picking a gloss level is more of an aesthetic choice and does not impact the durability of the finish. However, over time foot traffic will dull most hardwood floor finishes and create visible traffic patterns."
- ✓ You will be required to approve and sign off on your chosen stain color and sheen for your sealer, also known as top coat or finish.
- ✓ Understand that on most newly stained wood floors it only takes 2 coats of sealer. However, depending on your species of wood and how porous the grains in the wood are, sometimes it may take 3 coats. If after your 2<sup>nd</sup> coat our Installers see that you need a 3<sup>rd</sup> coat, you will be asked to pay for that labor. This is something that you will be required to sign off on at the time you choose your stain color.
- ✓ Most of the time, when you choose a water-based finish, it will take 3 coats.
- ✓ 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.

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### 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.
- ✓ When installing LVP over a slab foundation or if your house sits on a crawl space, we will roll out a protective poly moisture barrier first.
- ✓ When installing Glue Down LVP, we want you to be aware that there is a chance of photographing. Making sure that your sub-floor is as smooth and debris-free as possible will help prevent this.

**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.**

### Stone Countertops

- ✓ Please refer to both the "Stone Top Addendum" and the "What to Expect" forms beginning on page 6 of the packet.

## **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:** \_\_\_\_\_



**STONE TOP ADDENDUM**

1. A 60% DEPOSIT IS DUE UPON ACCEPTANCE OF QUOTE AND THE BALANCE IS DUE AT THE TIME OF INSTALLATION. (INITIALS) \_\_\_\_\_
2. WORK WILL NOT BE SCHEDULED UNTIL THIS ADDENDUM IS SIGNED AND RETURNED TO US.
3. QUOTES ARE OBTAINED BY MEASUREMENT PROVIDED BY A BRIAN'S SALES REP OR YOUR CONTRACTOR. QUOTE PRICING IS NOT FINAL UNTIL BRIAN'S HAS CREATED TEMPLATES FOR THE COUNTER TOP.
4. FABRICATION TIME VARIES. YOUR SALES REP OR DESIGN COORDINATOR WILL UPDATE YOU ON YOUR SCHEDULED TIME.
5. CUSTOMER IS RESPONSIBLE FOR INSPECTION OF THE ACTUAL MATERIAL PRIOR TO WORK COMMENCEMENT. BRIAN'S IS NOT RESPONSIBLE IF THE PURCHASER DOES NOT INSPECT THE MATERIAL BEFORE FABRICATION/INSTALLATION.
6. ALL CABINET WORK THAT AFFECTS COUNTER TOP DIMENSIONS MUST BE COMPLETED PRIOR TO THE INITIAL MEASUREMENT OF JOB. ALL CUTOUT INFORMATION MUST BE CORRECT AND FINAL IN ORDER FOR TEMPLATING TO OCCUR. ADDITIONAL TRIPS MAY REQUIRE ADDITIONAL CHARGES.
7. IN MOST CASES, SUPPORT IS PLACED UNDERNEATH UNLESS THE OVERHANG IS 6 INCHES OR LESS. YOU CAN SAFELY OVERHANG STONE THAT IS UP TO 10 INCHES WITHOUT SUPPORT. HOWEVER, THE CATILEVERED PORTION CANNOT BE MORE THAN ONE-THIRD THE TOTAL WIDTH OF THE COUNTERTOP.
8. ANY REQUIRED WORK ON CABINETS OR SUBSTRUCTURE FOR INSTALLATION SUPPORTS MUST BE COMPLETED PRIOR TO INSTALLATION.
9. COUNTERTOPS ARE INSTALLED LEVEL. IF THE CABINETS OR FLOOR IS NOT LEVEL, INSTALLATION OF COUNTER TOPS WILL BE FROM THE HIGHEST POINT OF THE CABINETS. THIS MAY CREATE A GAP – WE ARE NOT RESPONSIBLE FOR THE FILLING OR COVERING OF ANY GAP.
10. WE SHALL INCLUDE SEAMS IN ACORDANCE WITH REASONABLE STANDARD TRADE PRACTICES. JOINT WIDTH WILL BE  $\approx 1/16$ " WHEN STONE MEETS STONE;  $\approx 1/8$  WHERE STONE MEETS A FINISHED WALL OR CABINET. PLEASE DISCUSS ANY SEAM CONCERNS IN ADVANCE.
11. WHEN A STONE FIREPLACE HEARTH AND WOOD FLOOR MEET, SPECIAL CARE SHOULD BE TAKEN WITH THE INSTALLATION. PLEASE DISCUSS WITH US IN ADVANCE OF WORK ANY CONCERNS REGARDING THESE DETAILS. 14. SHOULD THERE BE CONCERNS REGARDING THE INSTALLATION OF THE COUNTER TOP, DO NOT INSTALL ANY ADDITIONAL WORK THAT FOLLOWS SUCH AS BACKSPLASH INSTALLATION, TOP CABINET INSTALLATION, PLUMBING, ETC. TO PROCEED WITH ADDITIONAL REMODELING REPRESENTS THAT THE COUNTERTOP PROJECT IS COMPLETE AND SATISFACTORY.

**Customer Name (Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



### **What to Expect during and after Stone Top Installation**

CUSTOMER IS RESPONSIBLE FOR INSPECTION OF THE ACTUAL MATERIAL PRIOR TO WORK COMMENCEMENT. BRIAN'S IS NOT RESPONSIBLE IF THE PURCHASER DOES NOT INSPECT THE MATERIAL BEFORE FABRICATION/INSTALLATION.

1. Please clean off countertops, remove drawers, empty cabinets of kitchen wares if desired.
2. Installation will be noisy and dusty.
3. Tear-out of you existing countertops may rip dry-wall paper or bust existing tile splashes. This is unavoidable sometimes in demolition/construction projects.
4. We may ding, scuff, and/or scrape walls and/or cabinets due to the necessary tight fit of the countertops. You may need to use some touch up paint after installation is complete.
5. We may need to cut drywall for stone to fit and align properly. This should be hidden by the countertop or the backsplash.
6. We may have to remove door trim, shelving, or other obstructions to get countertops onto the cabinets.
7. Your cabinets may be unfinished behind existing countertop drop edges.
8. Your walls may be unfinished behind existing countertops or splashes.
9. The install crew may have to turn your water off in order to remove your existing sink. The plumber will turn this back on at plumbing hook-up.
10. Upper cabinets sitting on countertops may need to be cut around the bottom for the thick stone countertop to slide underneath.
11. We always install stone countertops level so there may be gaps between the stone countertops and your cabinets due to unlevel cabinets.
12. Stone splashes are straight and do not bend. Walls typically have some bow so there may be gaps between stone splash and the wall. Which may require an extra caulk application by homeowner since first caulk application may 'sink' once it dries.
13. The install crew may have to make a return trip to your house for stone splashes that are to fit under mirrors, windows, or bar tops.
14. Bath faucet plungers that pull at an angle may hit tight against stone splashes. Plumber can pull your faucet forward to create more room.
15. Stone is typically cut to be flush to cabinets around freestanding stoves. There may be a gap between the stone countertop and your stove after installation.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_