

## FLOORING INSTALLATION AGREEMENT

**Thank you for choosing us to install your flooring. We very much appreciate the opportunity and we are committed to excellence in our work.**

**The following is our agreement for the installation. For value received, you and we, Pelletier Rug Co. Inc., agree as follows:**

### **Flooring**

The description of the flooring we are installing for you is detailed on your Sales Order. By signing below you are indicating that you have reviewed the Sales Order closely and that the details are all correct.

### **Furniture & Fixtures**

Your order includes moving \_\_\_\_\_ pieces of furniture or objects the size of an average sized sofa or smaller

Additional items will be charged at \$10.00 each

- King sized beds count as 3 pieces. Full and Queen sized as 2. Other larger items will be considered on an individual basis
- We do not move items which we determine are of an unwieldy or dangerous nature including, but not limited to fish tanks, waterbeds, guns, pool tables, grandfather clocks, pianos and organs.
- Stacking items does not reduce the item count. You can reduce your costs by moving as many items as possible yourselves...i.e. end tables, chairs, knick knacks, lamps etc.
- Please strip your beds of sheets and linens. Empty bookcases, china cabinets, fridges, etc.
- We do not move items that are fixed to the floors, walls or ceilings.

**OUR INSTALLERS ARE CAREFUL WHEN MOVING ITEMS, HOWEVER ALL ITEMS ARE MOVED AT THE CLIENT'S OWN RISK.**

### **Electronics and Electrical Fixtures**

- Our installers do not unhook or re-hook any electronic equipment.
- Our installers do not unhook or re-hook any appliances that are hardwired. You will need to hire an electrician to do so.

### **Plumbing**

- Our installers do not unhook or reconnect gas stoves, toilets, icemakers, gas dryers etc. You may hire our subcontracted plumber or hire your own.

### **Adult Presence**

- An adult aged 18 or over must be present to let the installers in.
- If you will not be home while the installation is being completed, we must have cell phone access in case questions or problems come up on the job. If we are not able to reach you, we may make a reasonable decision on how to proceed, which could mean additional charges such as additional floor preparation, etc.; or choosing between one of two or more possible ways to finish the flooring. We can not have crews idled because we can not reach the homeowner. You agree that you are responsible for the cost of additional work, or for the appearance of the job because our installers chose to finish flooring one way instead of an alternative method, and we were not able to reach you.

### **Power and Room Temperature.**

- Electrical power must be available at the job site.
- Carpet: Job site must be acclimated to at least 67 degrees for 3 hours before, during and after the installation.
- Hardwood: Job site must be acclimated to normal living conditions 3 days before the wood is delivered to the job site and then for the life of the floor.

### **Pull up of Existing Floors**

- Pull up and disposal of any existing flooring is not included with your order unless specifically itemized in the Sales Order.
- Asbestos: We are not licensed to remove asbestos flooring. We can go over it or you may hire an asbestos removal company. All tile and vinyl floors must be tested by an independent lab indicating no asbestos before we can remove it, as per state law.
- Pull up of glued carpet. We will quote you a basic price for this work, however we cannot be held responsible for unforeseen situations. If the glue on the existing carpet is extremely aggressive or if in the process of pulling it up there is damage to the subfloor that must be repaired we reserve the right to charge for the extra costs of additional labor and materials.
- Pull up of wood floors, tile, or vinyl. We will quote a basic price, however the price could rise due to unforeseen circumstances.
- We are not licensed to remove flooring or house components with lead paint.
- If extra charges apply you will be notified at once and you have the option of paying the additional money or doing the work yourselves. *There will be no refund of the materials ordered to do the job.*
- **For health reasons our installers reserve the right to refuse to pull up urine soaked floors or for other conditions.**

### **Additional charges**

- We cannot be held responsible for unknown circumstances. Our professional estimators make every effort to include every item we can foresee. For example, it is impossible to know if and how much leveling of a sub-floor may be required before the existing floor is removed. If leveling is required an additional charge may apply. Other such circumstances arise from time to time.

### **Stairs**

- There are many ways to install stairs. Be sure to discuss with your salesperson which method you want us to use. If the method of installation is not specified in the Purchase Order, then we will choose what we determine in our discretion to be the best one.
- Custom work: It is best to A) discuss with salesperson and B) be home when the installer is doing the work so specific concerns can be addressed.

### **Seams**

- We guarantee professionally constructed durable seams. Professionally constructed seams are *not* invisible seams. There are many factors affecting whether a seam will be visible including but not limited to the type and amount of natural or artificial lighting in the room, the thickness, construction and color of the carpet. For additional details, refer to [www.PelletierRug.com/carpet-seams.php](http://www.PelletierRug.com/carpet-seams.php).

### **Quarter Round moldings**

- Should be removed for best carpet installation

### **Doors**

- Door cutting is not included in your quote, if this should become necessary.

### **Hidden Wires or Other Unusual Condition**

- In the event the consumer has wires or other conditions hidden under their existing floor we must be notified of this fact prior to our pulling up the existing floor.

### **Scheduled Installation Times**

- Estimated arrival and finish times are only a guide. Many circumstances during the day can cause our crews to run ahead or behind schedule. You will be notified if this happens.

### **Baseboards**

- Carpet: Some surface scratching may occur. Touch up is the homeowner's responsibility.

### **Patterned Carpet**

- No pattern is without skew. No room is perfectly square. We do our best to get the most pleasing look in the room but some run off is possible.

