



## **Congratulations on Purchasing New Tile for your Home and/or Office**

At Graham's Flooring & Design we want the process to be rewarding. To insure that all goes well, we have compiled some helpful hints that you should read over before your installers arrive. The better prepared you are, the smoother things will go and the sooner you can enjoy your new flooring.

### **Before Installation:**

Empty closets receiving new floor covering; remove all items from under beds, remove bedcoverings, fragile lamps, knickknacks, glassware from china cabinets, books from bookcases, small furniture you can move (large furniture which is included in estimate sheet will be removed by Installer) and pictures on the wall. Disconnect and move all computers and electronic equipment. Disconnect stereos, TV's, VCR equipment or any electrical equipment. Inform your sales associate of all wires located under flooring, such as alarm wires or systems and radiant heat floors. Check for cable wire connections under existing flooring (cable company may have to remove or disconnect).

### **Furniture Moving:**

Furniture moving can be included in the installers' job for a small fee. Furniture will be replaced in the same area from which it was moved. Once your new floors are in, it is a good idea to use felt pads under furniture that will move across the floor and can cause scratches.

Installers can move and reset appliances and toilets, but we highly recommend that you have a certified plumber unhook and re-hook water lines to ensure no future leaks. All gas appliances must be unhooked by an electrician before our installers will move them.

NOTE: We do not move antiques, grandfather clocks, gas stoves, aquariums, waterbeds, heavy pool tables, pianos, safes, computers, electronic equipment, and items of sentimental value or objects that are not easily moved by two Installers without an additional cost. Due to EPA regulations regarding asbestos, we do not remove any resilient flooring.

### **Existing Flooring:**

Unless you are planning to remove the flooring yourself, your installers will plan to do this. They will haul away all scraps and debris that they brought onto the job site, as well as the old flooring. A disposal fee will be charged to you to dispose of old carpet and pad.

Every effort is made to detect deteriorated subfloor conditions at the time of the measure, but these are not always evident until new floors are ready to be installed. If a problem arises, we will stop work and notify you so that you can have suitable repairs made. Please make us aware of any past problems such as water leaks, etc. that can affect the floor covering installation. If the installer can correct the subfloor work, there will be an additional charge for these services.

### **Scheduling:**

In most cases the installers will arrive at your home/ office between 8:30-9:30am, unless other arrangements have been made. A **trip fee** will be charged if you cancel within 24 hours of the scheduled installation. Please call ahead if you can't make the scheduled installation date.

**At the time of installation the area MUST be heated to 70 degrees.**

**Day of Install:**

On the day of installation, make sure pets and children are out of the way of work space. Be available for questions by installer. Installers will need an area apart from the area of install with an electrical outlet to cut materials.

**Please Note:**

Our installers are very careful not to damage walls or trim as they install. However, it is virtually impossible not to have some marks left that need touch up. **BY THE WAY, CONSTRUCTION CREATES A LOT OF DUST!** Particularly tile flooring that needs to be cut for install. Expect to have to wipe down flat surfaces throughout your home when installation is complete. If anyone in your household has allergies or asthma, it is a good idea to have them stay away during tear out and install.

**Base Boards:**

For tile installation, baseboards will be removed and replaced. Our installers are very careful, but removing and replacing base boards can cause them to break, depending on how they are installed or in their condition. Our installers are not responsible for broken base boards. If your new flooring is a different height than the previous flooring, you might have need to touch up paint above the baseboards. You also may need to re-caulk above the baseboards. Our installers will not do caulking or touch up of baseboards.

**Leftover Tile:**

Since tile is sold by the box, there will usually be a few left over pieces. We suggest you save several in case down the road you need to replace any. **We do not have the ability to restock materials.**

**Balance Due:**

Upon completion of the work we will accept your personal check, Visa or MC for the remaining balance. Please call the office, **970-612-0214** for credit card payments or mail your check to:

Graham's Flooring & Design, 451 N. Denver Avenue, Loveland, CO 80537

**Graham's Flooring & Design Service Guarantee:**

The installation of your new flooring is **guaranteed for up to one year**. For any problem resulting from the installation, please call and we can set an appointment to look at any flooring problems.

**Cleaning & Maintenance:**

- Tile is known for its water resistance and easy cleaning. With the right maintenance routine, your tile floors, walls, and countertops will look great and last for years.
- Glazed Tile--Clean regularly with an all-purpose, non-oil-based household cleaner that's compatible with cleaning grout joints. Use an everyday multipurpose spray cleaner to remove soap scum, hard water deposits, and mildew on wall tiles in your bath or shower.
- Unglazed Tile--Use concentrated tile cleaners that have a neutral pH for regular cleaning, just check to be sure the cleaner is intended for the application, use, and traffic level. Clean glass tile with any nonabrasive cleaner recommended for either glass or tile.
- Natural stone will need to be re-sealed every 5 years or so.

We look forward to working with you for years to come. The greatest compliment you can give is a referral!

**Thank You! We appreciate your business!**