



Congratulations on Purchasing New Carpet for your Home and/or Office

At Graham's Flooring & Design we want the process to be rewarding. To ensure 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 carpet, 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.

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. Bunkbeds and canopy beds need to be disassembled for installers to move. Due to EPA regulations regarding asbestos, we do not remove any resilient flooring.

Existing Carpet:

Unless you are planning to remove the carpet and pad 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 carpet and pad. A disposal fee will be charged to you to dispose of the 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 8:00-9:30am, 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.

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 customer. **BY THE WAY,**

CONSTRUCTION CREATES A LOT OF DUST! If anyone in your household has allergies or asthma, it is a good idea to have them stay away during tear out and install.

Day of Install:

On the day of installation, please review flooring that is brought to your home to avoid mistakes, such as the style and color of the carpet and cushion type.

Door Cutting:

Installers are not responsible for doors that need to be cut for clearance. However, if the door must be removed for proper installation, the installer will remove and replace.

Carpet Waste:

Since carpet is sold in standard widths, there will usually be a few leftover pieces. We suggest you save several in case down the road you need to replace a stain or tear. **We do not have the ability to restock materials.**

Carpet Seams:

In most carpet installations, seams are inevitable. Seams are not invisible; however, our installers do their best to make seams as strong and unseen as possible. Please let your designer know ahead of time if you have particular issues that would affect seam placement.

Pets:

If you will not be around when the installers arrive or during installation, please make sure your pets are kenneled or out of the way for the installers.

Balance Due:

Upon completion of the work we will accept your personal check, Visa or MC for the remaining balance. Please call the office for credit card payments at 970-612-0214 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 carpet is **guaranteed for one year from the last date of installation.** For any problem resulting from the installation, please call and we can set an appointment to have your carpet serviced.

Cleaning & Maintenance:

The best way to prolong the life of your carpet is to keep it clean. Vacuum often and have it professionally cleaned every 12-18 months with a van mounted, hot water extraction method (Steam Cleaning). This will insure the best life for your carpet!

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!