



Congratulations on Purchasing New Hardwood 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. Remove items from furniture such as clothing from dresser drawers. Please try to limit the amount of food in refrigerators so they are not too heavy to move. 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 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, tempurpedic beds, 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.

Hardwood is best installed after being acclimated to its permanent environment for a period between 2 days to a week, depending on the type of wood. Your sales associate will make arrangements to have the wood delivered to get acclimatized. **At the time of installation the area MUST be heated to 70 degrees.**

Please Note:

CONSTRUCTION CREATES A LOT OF DUST! Particularly wood flooring that needs to be cut for install, and even more if there is sand and finish involved. Expect to have to wipe down flat surfaces throughout your home when installation is complete. Covering window treatments and decorations would also be helpful. 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. 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:

When we install wood, 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*. In addition, if your new flooring is a different height than the previous flooring, you might need to touch up paint on or 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 Wood:

Since wood 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. You can pay via secure payment button, or by calling the office for credit card payment 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 flooring is **guaranteed for one year after the last day of installation**. For any problem resulting from the installation, please call and we can set an appointment to look at any flooring problems.

Cleaning & Maintenance:

- Never use wax, polish, oils, soaps, detergents, shine enhancers, or varnish on the floor.
- For dry maintenance, we recommend a dust mop or vacuum cleaner with soft bristle brush only.
- For slightly damp maintenance, we recommend a professional wood cleaner which you spray directly and lightly on a duster.
- Do not use any type of cleaning machine such as spray mops, steam cleaners/ mops or power cleaners.
- Wet maintenance is absolutely forbidden. Remove any water immediately.
- Gapping between boards can happen in low humidity environments. The more you can maintain the humidity of your home to at least 20 percent, the less gapping issues you will tend to have.

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!