



Congratulations on Purchasing New Tile

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.

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.

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 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:

- 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!