

## Carpet To Go

### INSTALLATION GUIDELINES

Thank you for your purchase at Carpet To Go. We value your business and want to make sure your entire experience with Carpet To Go is a pleasant one. Our goal is to provide a high quality process at the most competitive prices. The following guidelines provide you with important information and details you will need to know in order to prepare your home for your new flooring. By providing you with Carpet To Go policies and procedures right away, we should minimize confusion and surprises. Please read the following and do not hesitate to ask your representative any questions you may have.

1. All installation times and dates are estimated. We will make every effort to be accurate. However, we cannot guarantee beginning or completion times.
2. C.O.D.'s must be paid upon completion, payable by money order, certified check, cash or credit card.
3. When drapes are folded up to install your flooring, wrinkles will occur. Customers must remove drapes prior to installation.
4. Dust and dirt may occur with the installation of your new flooring or removal of your existing flooring. We will do our best to minimize the dust and dirt we create, however some clean-up may be necessary by the customer upon our departure, which we cannot be responsible for. Turning off HVAC unit during installation may help minimize dust spreading to other areas of your home.
5. Any materials that are "special order" are, in most cases, non-returnable, non-refundable and may not be cancelled. In the rare event a mill or vendor will accept returns on special orders, a 25% re-stocking fee will apply. In the event of cancellation by customer after removal of customer's existing flooring, the company is not responsible for re-installation of customer's existing flooring or return of materials if already removed.
6. In the event that material is held on "will call" and a deposit is placed, the company will hold said flooring for sixty (60) days. The company shall have the right at its option to continue to hold the material or dispose of it and retain the deposit monies as liquidated damages.
7. The company does not guarantee carpet ordered will match sample color exactly. Some variance is normal.
8. The company will assist the customer in any claims based upon warranty defects in material sold.
9. Shading, shedding, fluffing or pile crushing do not constitute manufacturing defects. These are inherent characteristics of all pile fabric.
10. Although no seam is truly invisible, some seams show more than others, due to tufting methods, direction of seam, material, style or color. We will use utmost care when making your seams. All seams will be located at manager's discretion unless specified in writing within 48 hours of your purchase.
11. Carpet To Go will remove existing carpet at a per yard charge. However, if existing carpet is saturated from pets or other objectionable materials, the customer will be responsible for carpet removal.
12. Customer should have all areas where new flooring is being installed, including closets, all furniture, breakables, etc. cleared out. Areas need to be completely empty. If you require Carpet To Go to remove and replace your furniture, an additional charge will apply. Carpet To Go will remove and replace **BASIC FURNITURE ONLY**. It is the homeowner's responsibility to move aquariums, safes, waterbeds, pool tables, pianos and organs, large screen T.V.'s, computers, audio and video equipment, cable equipment, books, entertainment centers, grandfather clocks, antiques, jewelry, custom cabinets and particularly fragile items, such as lamps, pictures ash trays, china, etc., including items that may be on the walls. Bedding should be removed and closet floors emptied of shoes and other items. Carpet To Go will use the utmost care in handling your valued possessions, however, we are not responsible for any damage incurred while performing the furniture moves. We are not professional movers.
13. When doors are removed, paint may chip at the hinges. The customer may need to provide touch up. Doors will be re-hung unless the thickness of your new flooring does not allow it. Carpet To Go does not cut off doors.
14. Customer must tell installers prior to installation of any hidden wiring or cords beneath the flooring, alarm system or any special circumstances that require caution by the installers. Otherwise we will not be responsible for any damage incurred.
15. When shoe-mold, thresholds, or baseboards have to be removed, it is virtually impossible to remove without minor dents, paint chips and cracking due to age, number of coats of paint and type nails previously used. Customer should remove shoe-molds and thresholds prior to installation. If painting is needed on baseboard after removal of shoe-mold, please do so before installation. Minor touch up may be required after installations.
16. Baseboards-when installing up to a baseboard, minor scratching may occur due to the rough backing on carpets. Minor dents and paint chipping may occur due to the tools needed to insure proper installation. The installers will use care, however, we cannot guarantee this will not occur. Minor touch up may be required after installations.
17. Carpet To Go assumes no responsibility for plumbing leaks resulting from reconnection of appliances. We will monitor reconnection during installation but will not be responsible for leaks that occur after we leave. Also, we are not responsible for plumbing issues arising from change in floor height. We will try, to the best of our ability, to reconnect plumbing, but we will not be responsible for plumbing changes or malfunctioning plumbing connections. Any problem that occurs will be determined on a case-by-case basis. We will determine whether or not the installer used their best effort to properly secure the water connections. Please note:  
We will **NOT** under **ANY CIRCUMSTANCES** reconnect gas appliances. It is also the customer's responsibility to move water heaters and free-standing wood burning stoves.
18. The company will not guarantee taped down, loose laid or form fit installations.
19. If this invoice is based on customer's measurements or blueprints, the company is not responsible for accuracy of such measurements. The price indicated on such orders shall be subject to change if the actual measurements vary from those submitted.
20. Special orders from mills may take four (4) weeks or more for delivery. Sometimes mills let us down. However, we will do all we can to satisfy you. Your salesperson will be in touch with you to keep you updated.
21. Since all rooms are not square, vinyl, linoleum or patterned carpet will be located at installers discretion. In the event that the customer wishes to have installation other than as directed by installer, customer shall be responsible for location within said room.
22. It is the customer's responsibility when someone other than Carpet To Go installs underlayment. We cannot be held responsible for others material or workmanship. No vinyl manufacturer will warrant their material if the underlayment is not installed by seller of material (i.e. Carpet To Go).
23. All glue-down carpet, vinyl or tile requires a cove base, (unless wood baseboards exist), to properly finish edges. This is available at an additional cost.
24. **BLACK or CUT BACK ADHESIVE IS A PROBLEM IN THE INDUSTRY.** In case of removing old material from your floor and black adhesive is found, Carpet To Go can only do one of two things:
  - a) Not install the job, OR
  - b) Install the materials and Carpet To Go will not be responsible for any problems that occur such as the adhesive bleeding through or cracking or popping sounds.
25. Improper glides or legs on furniture can cause damage to your new flooring. Use extreme care when moving your furniture or appliances.
26. Shoes with high heels can apply several hundred pounds of pressure, which can cause indentations in your flooring. Use caution when wearing this type of shoe.
27. Commode must be in clean and sanitized condition before we will remove it.
28. There may be problems that cannot be seen until old flooring is removed such as bad concrete, bad sub-floor, unlevelled surfaces, separate boards, etc. If this happens you must contact your salesperson before we can go on with your installation. We will install your job only if it is done properly. Please understand that there could be additional charges for material or labor.
29. Most hardwood and laminate products must acclimate to your home's conditions for at least 48 hours prior to installation. Carpet To Go can arrange for delivery of materials to your home for a delivery charge of \$35.00. Or you have the option of picking-up and delivering the materials yourself.
30. All areas where Carpet To Go is installing flooring must have electricity and heat. Lack of either will result in postponement of your installation and an additional trip charge for returning at a later date.
31. On all cash and carry materials, all defects and shortages in material must be reported to Carpet To Go within 48 hours of pick-up or no claims will be honored. The only form of payment accepted for cash and carry items will be cash, credit card, certified check or money order. No personal checks accepted.
32. Carpet To Go guarantees any regular installation of our products for a period of one year. If a concern should arise, please call your sales representative so that we may correct the problem immediately.

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Customer Signature

Date

