

Exclusive Floors Home Owner Information Package

In General

- Please be home when the flooring installer arrives to discuss the scope of work
- Please leave the store a contact number if you aren't planning on being home for any questions that may arise during the day
- If you are responsible to remove carpet please ensure that the room is empty and ready to begin upon our arrival
- If you are moving your own furniture or appliances please make sure they are well clear of the work areas
- Please remove paintings or pictures hanging on walls as there is some banging involved from carpet kicking and wood hammers.
- If we are moving your furniture please remove all breakables and electronics in advance.
- After the job, please do a walk through with the technician *before* he leaves your home to correct or explain anything you think may be unsatisfactory.
- The installer will request your signature on his work order to say the job is complete.
- If you have special wiring laid under the carpet or along the walls, please note that Exclusive Floors cannot be responsible for damage to your wiring while installation is occurring.
- Store samples and products delivered are subject to dye lot variances
- Exclusive Floors can arrange to remove & replace your furniture (extra charges per room will apply). Exceptions include: antiques, gas or plumbed appliances (dishwashers), grandfather clocks, pianos, aquariums, computers, waterbeds, TV's, stereos, pool tables.
- Exclusive cannot install new vinyl or ceramic tile over existing P & S vinyl tile, over painted or sealer surfaces
- In some cases, baseboards which have been removed by Exclusive will not be re-usable.
- If unforeseen or additional floor preparations are required to complete an installation, any additional charges that may be necessary will be the responsibility of the customer
- Most flooring work involves working closely around baseboards and walls. This will often require some touch ups by the homeowner upon completion.



Carpet

- Our installers are responsible for removing small scraps and waste from the site. A vacuuming by the homeowner will still be required to remove all the carpet fibers that are left at the end of the job.
- If you are concerned about seam location please talk to the installer and flooring consultant before work begins. The installers have instructions to show where seams should go and changes may not always be possible but we will be happy to try and accommodate your wishes.
- We will leave mid size pieces of leftover carpet on your site for you to use as doormats or in areas of heavy traffic. Please feel free to drop them off at the store if you would like them bound for a small charge.

Vinyl

- If you require further subfloor work you will be quoted before any work begins. Please be ready to discuss this with the installer or flooring consultant.
- If you are preparing your own subfloor please consult your flooring consultant to ensure it meets industry standards before work begins.
- If you are concerned about seam location please talk to the installer or your floor consultant before he begins work. The installers have instructions to show where seams should go and changes may not always be possible but we will be happy to try and accommodate your wishes.
- Upon completion of the work we will do a small cleaning of the room by removing excess materials and waste. A proper vacuuming and cleaning will still be required by the homeowner.

Hardwood / Laminate

- We will make every effort to make as little mess as possible by cutting in your garage, outside (weather permitting), or on your balcony.
- Upon completion of the work we will do a small cleaning of the room by removing excess materials and waste. A proper vacuuming and cleaning will still be required by the homeowner.
- If we are refinishing or staining transitions there is usually a small odour that will take a few days to clear. Leaving a window open will help speed this up.
- For apartments without balconies please be prepared for a major cleaning as all cutting must be done indoors.
- Please make sure there is a working power source in the areas to be installed as well as where we will be doing the cutting.
- Many hardwoods, (Cherry, Kempas, Walnut, Maple), will change colour over time.

Tile

- Upon completion of the work we will do a small cleaning of the room by removing excess materials and waste. A proper vacuuming and cleaning will still be required by the homeowner.
- We will make every effort to make as little mess as possible by cutting in your garage, outside (weather permitting), or on your balcony when using a wet saw.
- For apartments without balconies please be prepared for a major cleaning as all cutting must be done indoors.
- If you require further subfloor work (i.e. leveling) you will be quoted before any work begins. Please be ready to discuss this with your flooring consultant.
- If you are preparing your own subfloor please consult your flooring consultant to ensure it meets industry standards before work begins.
- The tile installer will schedule a follow up appointment for grouting if required.
- Outdoor tile must be installed in good weather conditions. If you are scheduled and the forecast is bad the installer will not come. Please contact your flooring consultant to reschedule.

Refinishing

- For floor refinishing our installer will set up follow up times to add the second or third coats of finish as required.
- Many refinishing machines require a 220 volt power source. Please show the installer where they can have access. (Usually a stove or drying machine outlet.)
- The odours from refinishing can take over a week to dissipate. Leaving windows open and ensuring good air circulation will help tremendously.
- If your installer has removed your furniture for refinishing he will coordinate their replacement with you.



**We appreciate
your business
and look
forward to
sharing your
new floor
experience with
you.**

*If you have any
questions, please
feel free to contact
any of our flooring
consultants.*



**exclusive
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