

Sistare Carpets & Flooring (SCF)

Installation Preparation Checklist

Arrival Time: Each installation is custom, and some may take longer than others. Normal start time is between 8am and 10am. Installers will need access to electricity during installation. Installers may need access to water during installation.

Customer is responsible for moving furniture out of the work area unless customer requests SCF to handle it for an agreed price. SCF will not be responsible for any damages due to moving furniture. Moving furniture includes moving larger furniture only so please complete the following tasks before the installer arrives:

- Remove all items from China cabinets.
- Remove wall plaques and pictures from all areas including rooms adjacent to, above and below the areas being installed.
- Remove bedding and pillows.
- Remove items from the top of dressers and tables.
- Remove drawers from dressers.
- Remove items from closet floors and all low hanging garments.
- Pianos & Pool Tables: SCF does not move pianos and pool tables.
- Electronics: Our installers do not move electronics of any kind. Customer is responsible for disassembly, moving, assembling and connecting equipment after units.
- Remove low hanging draperies.
- Temperature and humidity must be maintained within manufacturer's specifications during acclimation, installation, and after installation. Failure to maintain proper temperature and humidity in the home prior to, during and after installation may cause permanent damage to floor for which Sistare Carpets & Flooring cannot be held responsible.

The installers DO NOT move, disconnect, or reconnect the following items: gas appliances, grand pianos, aquariums, waterbeds, grandfather clocks, antiques, breakables, bedding, draperies, or anything that may be fragile.

Toilets: SCF will remove and replace existing toilet(s) only. In some instances, however, new flooring may cause height differences which can result in a plumber needed to replace existing water lines. In this case, customer is responsible for the arranging and paying for such service. SCF will not install new toilets.

If SCF deems it necessary that the existing subfloor be repaired or replaced, Owner understands that will result in a change order if SCF is asked to do the repairs/replacement. If required, such change orders will include additional costs or labor and materials to remove and replace existing subflooring and flashing materials.

Unforeseen structural issues: Many structural issues cannot be seen until the old flooring is removed. If the installers find any structural issues during installation such as termite damage or water damaged structural subflooring, the install will be stopped until the Buyer is able to remedy the structural issue.

This limited installation warranty requires that all flooring products installed be maintained according to manufacturer recommendations, including routine cleaning methods and products to be used. For example, carpet manufacturers typically recommend routine vacuuming and professional steam cleaning. The following conditions are not considered installation-related problems and are not covered under this limited installation warranty:

- Carpet: Visible seams normally required for installation.
- Hardwood Flooring: Gapping between boards and moisture-related issues.
- Laminate Flooring: Moisture-related issues.
- Vinyl Flooring: Visible seams normally required for installation.
- SCF warrants all installations will be free from workmanship defects during the manufacturer's suggested product lifespan, subject to exclusions.
- If Labor is performed by an independent contractor: The independent contractor status of the installer will not change the price you pay, nor the quality or extent of any warranties of such labor. We do not warrant installation by any contractor other than SCF contracted installers.
- Visible merchandise damage or any home damage must be reported to us immediately by phone and in writing within three (3) days of delivery or installation.

Dust: Installing new flooring may cause a considerable amount of dust. Please take adequate measures to protect your belongings. The dust cannot be contained to just the areas being installed. We will clean up our work area but will not dust following completion.

Squeaks: We can attempt to repair existing floor squeak but cannot guarantee that any attempt to do so will be effective.

Doors: We assume no responsibility for cutting doors. Installers can remove doors to install flooring, but we are not responsible for replacing doors if the new flooring does not provide adequate clearance.

Walls & Baseboards: Even though the installers will take all normal precautions when new flooring is installed, it may be necessary for the customer to touch up the walls and baseboards after installation. If you plan to paint or wallpaper, this should be completed after installation. New applied paint and wallpaper is especially susceptible to damage.

Seams will be visible on carpet & vinyl installations. Where seaming is necessary the carpet/vinyl will be seamed according to the best practices, and the best possible way for the material involved. The visibility of your seams will depend on the type of carpet/vinyl, lighting, and direction of seam. Unless otherwise specifically mentioned on the order in writing, seams will be left to the discretion of the installer.

A 50% deposit is required prior to ordering materials. All installations must be paid in full upon completion of installation. If using consumer financing, the financing promotional period will begin when the materials are ordered. Final payment by cash or check must be received within seven (7) days of completed installation. Credit card final payments will be processed using the card on file shortly after completed installation.

Material verification: Please ensure that all materials listed within the contract are accurate including: Cushion, Subflooring, Transition moldings, Wall moldings, Grout color, Grout type, Plank installation direction, Tile installations direction (straight, diagonal, custom pattern, etc.) The Installation or use of any flooring material(s) will constitute your acceptance "as is". Once the installation has begun and/or complete, you are in acceptance to the materials listed, type of installation, direction etc. and to the full amount of the contract/invoice.

All Proposals exclude any take-up of existing flooring, floor preparation, moving of furniture and protecting of installed floorings, moisture remediation, and off hours work unless otherwise specifically stated on the proposal. All proposals exclude moisture remediation and off hour work unless otherwise specified on the proposal.

All material quantities are subject to the design and ways of flooring material layout.

Areas to be completed should be free of all people, including other trades people to ensure proper installation. Persons not authorized by SCF stepping or working on floorings less than 24-48 hours after installation, causing debris, shifting of materials, bubbles etc., will be responsible for time, labor and material incurred to repair the work to satisfactory conditions.

SCF is not responsible for damage to walls, doors, chipped or cracked molding which occurs during the normal installation of the flooring. Installation crews are required to complete a preinstallation checklist noting the condition of all surrounding areas.

The Owner must provide for TENANTS and/or OCCUPANTS SAFETY as well as the appropriate light and heating conditions during and after the installation schedule. Extra work or service not specified or known at the date of acceptance hereof will be at an additional charge and identified on a change order.

Seams are made to hold the materials together and maintain their structural integrity. Accordingly, SCF cannot guarantee the invisibility of any seam. SCF will however make every effort possible to make the seams inconspicuous.

To pursue a claim under SCF limited installation warranty, Purchaser must notify SCF in writing.

Terms and Conditions on Sanding and Refinishing

Areas to be completed should be free of all other trades people to insure proper Wood Floor Refinishing. Persons not authorized by CIHF stepping or working on floorings less than 24-72 hours after Wood Floor Refinishing, causing debris, stains, scratches etc., will be responsible for time, labor and material incurred to repair the work to satisfactory conditions.

WOOD FLOOR SANDING: We reserve the right to adapt any specifications of our work methods and materials used, as we see fit. CIHF is not responsible for minimal damage to walls, doors, chipped or cracked molding which occurs during the sanding process, and any subsequent cost involved in repair or redecoration. Please note that when sanding existing wooden floors, any surface stains such as carpet adhesives, paint, fruit juices, wine, pet urine, watermarks etc. may have saturated below the surface of the wood and may not be removed during the sanding process.

BUFFER SANDING: This procedure will not produce an "as new" floor. During this procedure we cannot guarantee that deep scratches and marks, uneven wear, ingrained dirt and stains, severe indentations, and non-compatible seals from previous refurbishment, etc. will buff out.

FILLING: All filling will be at a chargeable basis. Any consequent gapping of the floor that requires extra filling will be at an extra cost. Please note that gaps may open naturally due to the expansion/contraction of the wood. Filling in floorboards will dislodge over time due to the natural movement of wooden floors.

STAINING: The mechanic reserves the right to take priority over stain specifications to ensure stain and seal compatibility. Once the color has been selected, any subsequent changes will result in a change order and charged for. Note that perfect matches are not possible. Stain color will vary according to wood species and a complete uniformity when staining a floor is not possible. Staining can only be applied to bare timber. Deep scratches that break through the seal and stain will show the original wood color. Stains will produce a similar color to a wood species, BUT NOT a similar grain or pattern.

Due to the method that the stain is applied to your floor, the base boards or walls may get minimally marked during the staining phase and SCF cannot be held liable for marking or redecoration.

SEALING: All seals and finishes will be agreed prior to commencement of work. Water-based polyurethanes usually cure in approximately 2-3 hours, and Oil-based polyurethanes usually cure in approximately 8-12 hours. It is the responsibility of the General Contractor or Owner to make the necessary arrangements to avoid contact with seals during drying times. We recommend a minimum of 72 hours cure time after the last coat has been applied before using floors.

Seal application is done by hand. Accordingly, SCF cannot guarantee the uniformity of any seal. CIHF will however make every effort to produce the best possible finish on your floor.

During the application and drying of the finish, adequate ventilation must be made available by the customer. Please note that windows may need to be left open for some time even after the initial 8-12 hour drying period. It is the responsibility of the General Contractor or Owner to secure the jobsite once seals have been applied.

COVERING OF NEWLY SEALED FLOORS: A curing time of 72 hours must be allowed on all floors before placing furniture onto newly finished floors, and two (2) weeks for area rugs and runners. SCF cannot be held responsible for any damage to the floor or finish once the refurbishment is complete.

DUST: The sanding process will produce varying levels of dust. While performing the work, SCF crew will vacuum dust from the floor, usually several times. However, during the sanding and buffing process, it is likely that some fine dust will generate and move through the house and settle on furniture, clothes, windowsills, moldings, etc. as it is not possible to achieve a dust free environment.

SEAL CURING TIMES: Floor will accommodate light foot traffic 24 hours after the final coat. Avoid heavy traffic and do not replace furniture for 72 hours after the final coat. When replacing furniture, do not slide. Do not install rugs or clean floors for 14 days to allow finish to cure properly. SCF is not responsible for any damage to the floor once the last stage of refinishing work has been completed.

ELECTRICAL SUPPLY: Sanding machines require 240v in ready supply and 30amp breakers.

TEMPERATURE CONTROL: It is the General Contractor or Homeowner's responsibility to ensure that the appropriate temperature (70-75 degrees F) is maintained during and after floor refinishing.

WOOD FLOOR MAINTENANCE: SCF highly recommends you always maintain your floor with professional maintenance products. These are readily available from the leading manufacturers such as Mohawk, Bona, and MinWax.

This proposal for/sale of Refinishing of Wood Floors is subject to availability of material and is subject to acceptance by the company. Any delays caused by manufacturers producing and/or shipping products is out of SCF's control and thus cannot and will not result in any financial remediation to customer.

LIMITED INSTALLATION WARRANTY SUMMARY: SCF expressly warrants that all labor and workmanship, subject to exceptions and exclusions as stated elsewhere in this Terms and Conditions document, which prove defective, will be remedied by SCF in whatever manner most feasible. Purchaser must notify SCF in writing within three (3) days of discovery of any such defect and must allow SCF a reasonable amount of time in which to act on such complaint subsequent to notification by the Purchaser. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, WHETHER OF MERCHANTABILITY OR FITNESS FOR A GENERAL OR PARTICULAR PURPOSE OR ANY OTHER KIND, SHALL EXIST WITH RESPECT TO SUCH INSTALLATION, SANDING AND/OR OTHER SERVICES. ALL SUCH WARRANTIES ARE BEING HEREBY EXPRESSLY WAIVED BY YOU. The Limited Installation Warranty provided herein shall not apply in the following circumstances: The floor was repaired or altered, or any work was performed on it by any person or entity other than CIHF and its contractors; The floor was used for commercial purposes; The floor was subjected to misuse, neglect, accident or act of nature; The damage was caused by ordinary wear and tear, including but not limited to dents from dropped items and scratches from moving objects, etc.; The floor was maintained contrary to the care instructions contained in any information provided by SCF; The humidity in the area in which hardwood floor was installed was not continuously maintained between 40% and 50%. There is no warranty whatsoever on buff and coat services, or on cut to fit linoleum services.

Privacy Policy. SCF may contact you by email to communicate specials, request your input or share important information. SCF will not sell or distribute your email addresses to anyone.

Returns of Material Only Purchases: Returns:

- Unused and undamaged merchandise that is in current inventory and returned within 30 days of purchase will be subject to a 30% restocking fee.
- All materials ordered are the full liability of the customer. Failure to proceed with the job, whether the materials have arrived or not, will result in the materials being returned and a 30% restocking fee.
- All clearance merchandise, remnants, and merchandise marked "as is" or "Final Sale" is sold without warranty and may not be returned for any reason. The customer must present the original receipt to receive a refund. Credit card transaction refunds will be issued to the original credit card used from the purchase. Cash or check transactions will be refunded via a corporate check. Please allow fourteen (14) business days for processing.

Product Warranty: All floor covering products are covered by either a manufacturer's warranty, a warranty from a fiber company, or both in accordance with the warranty statement provided to buyer. Please see manufacturers' separate warranties for the terms of their warranties CIHF provides a limited lifetime warranty on workmanship and installation. No other product warranties, either expressed or implied, including implied warranties of merchantability, are provided.

If the merchandise listed is special ordered or cut from store stock roll, returns and cancellations will not be accepted, and no deposits will be refunded. All special orders must be paid in full at the time of purchase.

These Terms and Conditions are subject to change without notice. New Terms and Conditions are applicable from the moment they are posted to our website.

Pre-Installation Checklist

- Make arrangements prior to the arrival of the installation crew for removal of old flooring. (will be disposing the old floor)
- We recommend that all painting is complete before your new flooring arrives.
- Rooms and closets that will be resurfaced must be emptied prior to the arrival of the installation crew.
- Remove any valuable items near the area of installation.
- Baseboards and moldings, in most installations can be left in place, but we cannot be responsible for any damage that may occur.
- Remove all hanging objects in the area of installation.
- Disconnect and move electronics, appliances or computers.
- If your installation requires sanding, it is a good idea to cover all cupboards and furniture in the area.

Post-Installation Checklist

- Thoroughly inspect the flooring once the installation has been completed and bring any concerns you may have to their attention immediately.
- Hinged doors may need to be trimmed for proper clearance once the new flooring is installed.
- Your installation may require touch-up to walls, moldings and baseboards.
- The installation crew will remove all waste pertaining to the installation of your new flooring. It is the customer's responsibility to clean the flooring after installation.
- Allow proper ventilation for 72 hours after your flooring installation by utilizing fans.

While your new carpet is of the highest quality, it is still subject to everyday wear. Here are tried and tested ways of correcting common carpet conditions.

- **Sprouting:** If loose ends "sprouts" extend above the rest of the pile, trim them off evenly with the pile surface. Never try to pull them out. After clipping, smooth the area with your fingers. Sharp edges on your vacuum cleaner, a child's toy, high heels, or animal claws can cause this condition.
- **Pile Crushing:** All carpet fibers will crush under heavy, stationary loads. Crushing can be reduced by shifting furniture regularly.
- **Shading:** After certain carpet styles have been subjected to traffic, you may notice areas that appear lighter or darker than other areas. Don't be alarmed! Shading is the result of the change in direction of the pile due to pressure from the footsteps and vacuuming.

Brushing the pile all in one direction may temporarily correct shading; however, shading is part of the carpet styling and should be expected to varying degrees. Do not mistake shading for color fading.

- Pile Distortion/Roll Crush: When carpet is manufactured, inspected, handled and shipped, it is rolled and unrolled many times. A common problem called pile distortion or roll crush can occur when this happens. It can be corrected only after the carpet is installed. Follow these steps:
 - * Vacuum the carpet.
 - * Increase the relative humidity in the room to 50% or more.
 - * Allow several weeks in humid conditions and slightly longer in low humidity conditions for the pile to recover.