

Carpet Smart's

CUSTOMER INSTALLATION PREPARATION GUIDE

Thank you for choosing Carpet Smart for your flooring project. Carpet Smart strives to ensure that your flooring project turns out the way you envisioned. This Guide is intended to inform Carpet Smart Customers about what is expected when purchasing a flooring installation job with Carpet Smart. It is what Carpet Smart Customers can expect throughout the installation process.

Upon purchase, it is understood the Customer has read this information thoroughly and let a member of the Carpet Smart Sales or Installations Team Member know if there are any questions.

Call 910-362-9700

The Free Estimate by Carpet Smart

This is the Carpet Smart measure consultation. The Carpet Smart Estimator will:

- Measure the area requiring new floor covering
- Evaluate the existing flooring for damage, levelness, and any other concerns.
- Determine any special installation requirements, and materials needed.

Note: Seam Placement should be discussed at this time. No seams are invisible, and the Estimator can discuss the best option for your needs, by considering a number of factors.

Note: The topical view of the floor condition is all that can be evaluated at this time. Some unforeseen circumstances may be revealed during your installation which could result in additional services and charges pertaining to your job.

Getting Ready For A Carpet Smart Installation

Once you complete your deposit payment, and accept the Sales Order, your flooring product is ordered from the manufacturer. Once your product, any special materials, and supplies are received into our warehouse, a Carpet Smart Team Member will contact you to schedule your installation date.

Please understand different types of flooring have different delivery times.

Our Sales Team Member will contact you immediately, should we find your product is in a back-ordered status. At that time you can either choose a new product, or simply wait until the product arrives.

THE CHECKLIST:

The following is a checklist of the items Carpet Smart Installers expect upon arrival to the job site on the day of installation. By choosing Carpet Smart you agree, unless otherwise noted in your Sales Order to:

- Empty all closets (clothes must be at least 4' up from floor) in the closets receiving new floor.
- Remove all items from underneath beds, and remove bed coverings.
- Remove lamps, plants, trinkets, curios, glassware, etc. from mantles, tables, shelves, china cabinets, books from bookcases, toys from kids areas, etc.
- Remove wall hanging, pictures and mirrors from walls, and hanging plants, lighting or mobiles from ceilings.
- Disconnect and move all computers, stereos, TV's A/V equipment or any other electronics.
- Inform Estimator & Installer of all wires and cabling (internet, cable TV, etc.) located under the existing flooring or along baseboards.
- Existing flooring (to be removed by installer) must be free of any excessive grime and all loose debris. Failure to prepare for easy removal could result in additional charges for job completion.

Handling Furniture & Excessive Furniture:

Our installers expect rooms to install be "clean and empty", unless otherwise agreed upon, and purchased. Customer is to remove all furniture possible from the room, unless you have agreed to purchase "move furniture" as part of your installation. Customer understand this does not include certain furnishings considered to be excessive:(i.e. file cabinets, heavy equipment, storage boxes, wall units, sleep sofas, four poster beds, armories, etc.) Customer understands and will make prior and coordinating arrangements for the following items to be moved prior to installation date and time. (Please ask about certain furnishing if you have any questions)

- Antiques
- Waterbeds
- Grandfather Clocks
- Pool Tables
- Gas Stoves
- Pianos
- Large, (contents-filled) Freezers*
- Safes
- Aquariums
- Electronics & A/V Devices and Equipment

Remove Existing Flooring:

If you have elected not to have our installation crew remove your existing flooring, you must have this done before the installation date and time. (Please contact your Carpet Smart Installation Coordinator, if you wish to add this service to your order.)

☒ Supply Proper Power & Temperature

Make sure that adequate power, light, water, ventilation, and heat or air conditioning will be available during the installation. Temperature at the site should be maintained at or near occupancy levels of 65 to 75 degrees for 3 days prior to your installation, and during the installation period. For laminate and wood, humidity levels should be maintained between 35 - 55%.

☒ Secure Access to Premises

(Apartments, Vacation & Commercial Property, Condominiums & Gated Communities).

Please inform and communicate with your building management or maintenance staff for building and parking accessibility, and delivery times for your installation. Inform your Installation Coordinator of any passcodes, key instructions, accessibility procedures, etc prior to expected installer arrival.)

☒ Be Informed about Painting & Construction

Be sure all construction is completely closed in with drywall and plaster finish. Allow two weeks for freshly painted areas to dry and cure before the flooring installation date.

☒ Be Informed about New and Existing Molding

If you have purchased new base moldings or quarter-round, ensure the molding is painted and stained at least 24 hours prior to the installation. Infor your Estimator, Sales Team Member or Installation Coordinator if you would like to include molding installation in your Project.

☒ Allow for Cutting Space

Most flooring installations require an area where the materials can be cut. Inform your Installation Coordinator if you have questions on your ability to provide this.

☒ Prompt Notice of Cancellation and Schedule Changes

If you have any issues with your installation date and need to reschedule, call Carpet Smart as soon as possible in order to not incur any additional cancellation charges.

The Day of: What To Expect During Installation

☒ Ensure an adult over the age of 18 with authority to make decisions for the Customer will be present at the time of arrival and available during installation.

☒ Ensure a Customer Authorized person is present upon arrival to inspect and verify the materials to be installed prior to installer cutting the material.

☒ Ensure Customer Authorized person reviews with installer the areas to be installed, and confirms the installer is expecting to do what the Customer has purchased. If there are any deviations, the Customer and Carpet Smart Installation Coordinator need to be informed, and Change Orders Issued before the job can begin.

☒ Expect the installation process to take an average of 1 to 5 business days depending on the scope of the project and any unforeseen circumstances resulting in additional product or labor requirements.

The installation process includes:

- Preparation of existing floor.
- Installation of new flooring.
- Inspection of finished floor.

Note: Because flooring installation is a construction process, you can expect loud noise, residual dust, and no useable access to the installed room during the installation and up to a certain time afterward, depending on the type for flooring, and dry times for adhesives and finishes.

After The Installation: 1, 2, 3, & 4.

1.) After the new flooring installation is complete, inspect the work with the installer and express any concerns at this time. Notify your Installer and/or your Carpet Smart Installation Coordinator of your concerns.

2.) Please expect minor touch-up painting for baseboards as normal installation methods may slightly scuff the existing paint on baseboards and walls.

3.) Inspect and check all doorways for transitions being secure and doors being able to open and close, as they did prior to installation.

Note: If you have purchased thicker carpet, carpet pad, or if a new subfloor was placed on top of an existing subfloor, or tile or laminate over any existing flooring you may need to have your doors trimmed to accommodate your new floor height. There will be an additional charge for each cut door, so please contact Carpet Smart to arrange if you would like for us to provide this additional service.

4.) Sign the Customer Acceptance section of the Installation Work Order, indicating the job was completed to your satisfaction.

NOTE: Adhesives and additives used for installation and during manufacturing can produce strong odors, as your new floor cures, and acclimates to its new environment. It may be necessary to ventilate your room after installation. Always change your HVAC system air filters after any construction process is performed