



## PRIOR TO DELIVERY & INSTALLATION

### TIMEFRAME

- While we do everything in our power to complete your job in the timeframe estimated, we may encounter a situation that requires additional work, which would extend that timeframe. We will communicate with you throughout the process to ensure you understand any changes in installation time.

### COMMUNICATION

- We will call you the **day before the delivery** and **the installation** (should that be different); and, when the installers are **on their way to your location**.

### ACCESS

- Please inform the job foreman during his initial communication of any instructions for accessing the property, including necessary key codes, location of keys, parking instructions, etc.

### DELIVERY AND ACCLIMATION

- For installation of solid hardwood flooring, the materials must have time to acclimatize before it is installed. Therefore, the **materials will be delivered prior to the installation date**. Acclimation time varies during the year. Please ensure space is made available on the delivery date.

## PREPPING FOR DELIVERY & INSTALLATION

### PETS

- We want your pets to be safe, so **they should not be in the installation area**. If the pets are to remain in the house, please let us know where they will be. In addition, it would be helpful to have a **sign on the door of their location**.

### HVAC

- Air conditioning, heating, and ventilation should be operating at the time of installation.
- **Please make sure the installer has access to heat, power, light, and ventilation.**

### PLUMBING/TOILETS

- Determine who will remove/replace toilets or other plumbing fixtures. If you would like us to provide a plumber to handle the removal and replacement, please let us know and we will schedule one for you. There will be an additional charge of \$35 per toilet associated with this extra work.

### APPLIANCES



- Determine who will remove/replace kitchen appliances/utilities. Dishwashers typically stay in place while all other appliances need to be removed/replaced. Dishwashers require a plumber, which BMF can coordinate. In addition, gas ranges require a plumber. There will be an additional charge of \$35 per appliance.

#### **FURNITURE**

- Remove all breakables and empty bookcases.
- Make separate arrangements to move slate pool tables, water beds, grandfather clocks and aquariums. Pianos can be moved by the contractor with a separate agreement. BMF can arrange for this if needed.
- Detach wiring from TV's computers and all other electronics. Move all small electronics from work area.
- If you are having flooring installed in a bedroom, all bed linens should be removed from bed.

### **INSTALLATION & CLEAN-UP**

#### **SUBFLOOR**

- Our quotes assume all subflooring is in a condition ready to accept your new flooring. If unexpected conditions of the subfloor create more work, we will notify you at the time of discovery. Should this happen, this will affect the initial estimated installation price and timeframe.

#### **CUTTING LOCATION**

- In the case of tile and wood floors, the installers will need an area to cut the materials to fit. Please have such an area available to them, along with power.

#### **DUST**

- When there is removal of existing flooring and/or cutting of door jams, there will be dust. We will do our best to contain dust but please realize that additional cleaning may be necessary.

#### **BASEBOARDS, ETC.**

- Scuffing of baseboards, wall paint, and wall paper may occur during a normal installation. Installers will use the utmost caution, however, there may need to be minor touch-ups completed by the customer once installation is complete, particularly with carpet.

#### **DOOR TRIM**

- There may be increase/decrease in the finished flooring height, which may require trimming the door moldings. This includes adjustments to any sliding or bi-fold closet doors. In addition, if new floor is not as thick as the removed floor, there may be slight gaps between the door and new floor. If needed and you would like us to handle the retrimming of your door, there will be an additional \$35 per door.

#### **CLEANING**

- While our installers make every effort to clean up after themselves (sweeping, removing debris, etc.), they do not deep clean. We assume you will take care of any additional cleaning. If you would like us to



provide a deep cleaning crew, we would be happy to schedule them for you. Please note: All sand and finish jobs come with a cleaning crew built into the price.

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Customer Acknowledgement

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Date

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Blue Mountain Flooring Representative

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Date