



KEMP'S
Dalton West
Flooring

About Your Installation

Before the installers arrive, please make the following preparations:.

- 1) Remove small items which could be in the way. Please remove breakables from your cabinets and furniture. Any hanging or breakable items on walls should be cleared. When necessary we will move the stove, refrigerator, and heavier pieces (additional charges will apply). Please clear out closet floors.
- 2) If you have a grandfather clock, pool table, piano, aquarium, or gun safe, please make arrangements to have them moved or disconnected before the installers arrive. If you have computers, electrical equipment, satellite, etc., please disconnect and move these as well. We do not re-connect electrical or wired products. Wall-units and entertainment centers should be emptied and separated if they are bolted together. Dalton West does not warranty the disconnection or connection of electrical wires; i.e.: TV computers, DVD players, satellite dishes, security system, etc.
- 3) Dalton West will remove toilets in order to install new flooring but is not responsible for replacing/resetting toilets. You will be responsible for resetting the toilet. If you are uncomfortable with resetting your own toilet, we recommend scheduling a plumber.
- 4) Please remove from the refrigerator anything which might spill or be broken during movement. Please cut off all gas or water running to appliances. Dalton West does not reconnect any appliances; therefore, we will not be responsible for any leaks or other problems occurring after installation. Please check any reconnect of water for several hours after installation.
- 5) Dalton West is not responsible for damage to concealed phone lines and security system wires, speaker wires, and computer lines that cannot be seen by the installers. Please make the installers aware of any hidden wires or lines that could be overlooked.
- 6) Dalton West is not responsible for sub-floor problems occurring after installation, such as, nail movement, sub-floor discoloration, etc.
- 7) Dalton West can only check the moisture in your floor at the time of installation. Any changes in sub-floor moisture can cause problems that are NOT warranted by Dalton West.

Important Reminders:

- 1) Paint—During the installation of your new flooring, some scratching to your baseboards and walls may occur. You may have to touch up the paint after installation is complete.

- 2) Doors—Our company policy states that we will not cut doors. This is in the event that the new flooring is thicker than the previous flooring. If opening or closing doors causes scraping against the new flooring, our installers are not responsible or equipped to cut doors.
- 3) Dust—Some of our operations, such as removal of old floors, installation of underlayment and removal of old carpet and padding may create an unusual amount of dust or dirt. With respect for you and your home, we always attempt to keep it to a minimum.
- 4) If you have a gas stove, please arrange disconnecting and reconnecting with your gas company.
- 5) Seams—We use the latest technology and techniques, but there are some products which show seams more readily than others. Therefore, we cannot guarantee invisible seams. They should be “Unobjectionable.”
- 6) We are not responsible for customer measurements.
- 7) When installing quarter round or shoe mold, Dalton West does not caulk or paint after installation.

Homeowner Obligations for Warranties:

To maintain and protect your coverage under the terms of these warranties, you must do the following:

- 1) Know which warranties apply to your selected carpet. Warranties are stated clearly on the back of samples in the store at the time of purchase.
- 2) Keep proof of your purchase in the form of a bill, invoice, or statement.
- 3) Show proof of periodic cleanings by a certified professional cleaning service. A bill, invoice, or statement showing cleaning services will serve as proof of cleaning. (See warranty information for certified types of cleaning)
- 4) Along with these documents, we recommend keeping a small amount of your installation material for your warranty or in case you ever need to make a repair.

Salesperson: _____

Date: _____

Signature: _____

Failure to comply with your Homeowner Obligations will void your carpet warranty. If you have any questions, please call us at **770- 251-0634** or **170-486-6952**.