

## FLOORING INSTALLATION AGREEMENT

**For value received, we agree to:**

### **Furniture & Fixtures**

Your order includes moving \_\_\_\_\_pieces of furniture or objects the size of an average sized sofa or smaller.

- Additional items will be charged at \$10.00 each
- King sized beds count as 3 pieces. Full and Queen sized as 2. Other larger items will be considered on an individual basis
- We do not move items of an unwieldy or dangerous nature including, but not limited to fish tanks, waterbeds, guns, pool tables, grandfather clocks, pianos and organs.
- Stacking items does not reduce the item count. You can reduce your costs by moving as many items as possible yourselves...i.e. end tables, chairs, knick knacks, lamps etc.
- Please strip your beds of sheets and linens

**OUR INSTALLERS ARE CAREFUL WHEN MOVING ITEMS, HOWEVER ALL ITEMS ARE MOVED AT THE CLIENT'S OWN RISK.**

### **Electronics**

- Our installers do not unhook or re-hook any electronic equipment.

### **Plumbing**

- Our installers do not unhook or reconnect gas stoves, toilets, icemakers, gas dryers etc. You may hire our subcontracted plumber or hire your own.

### **Power and Room Temperature.**

- Power must be available at the job site
- Carpet: Job site must be acclimated to at least 67 degrees for 3 hours before, during and after the installation.
- Hardwood: Job site must be acclimated to normal living conditions 3 days before the wood is delivered to the job site and then for the life of the floor.

### **Pull up of Existing Floors**

- Pull up and disposal of any existing flooring is not included with your order unless specifically itemized.
- Asbestos: We are not licensed to remove asbestos flooring. We can go over it or you may hire an asbestos removal company. All tile and vinyl floors must be tested by an independent lab indicating no asbestos before we can remove it, as per state law.
- Pull up of glued carpet. We will quote you a basic price for this work, however we cannot be held responsible for unforeseen situations. If the glue on the existing carpet is extremely aggressive there can be extra charges for labor or if in the process of pulling it up there is damage to the subfloor that must be repaired.
- Pull up of wood floors, tile, or vinyl. We will quote a basic price, however the price could rise due to unforeseen circumstances.
- If extra charges apply you will be notified at once and you have the option of paying the additional money or doing the work yourselves. *There will be no refund of the materials ordered to do the job.*
- **For health reasons our installers reserve the right to refuse to pull up urine soaked floors.**

### **Additional charges**

- We cannot be held responsible for unknown circumstances. Our professional estimators make every effort to include every item we can foresee. For example, it is impossible to know if and how much leveling of a sub-floor may be required before the existing floor is removed. If leveling is required an additional charge may apply. Other such circumstances arise from time to time.

### **Stairs**

- There are many ways to install stairs. Be sure to discuss with your salesperson
- Custom work: It is best to A) discuss with salesperson and B) be home when the installer is doing the work so specific concerns can be addressed.

### **Seams**

- We guarantee perfect, not invisible seams.

**Quarter Round moldings**

- Should be removed for best carpet installation

**Doors**

- Door cutting is not included in your quote, if this should become necessary.

**Hidden Wires**

- In the event the consumer has wires hidden under their existing floor we must be notified of this fact prior to our pulling up the existing floor.

**Scheduled Installation Times**

- Estimated arrival and finish times are only a guide. Many circumstances during the day can cause our crews to run ahead or behind schedule. You will be notified if this happens.

**Baseboards**

- Carpet: Some surface scratching may occur. Touch up is the homeowner's responsibility.
- Wood/Laminate: Some molding will need to be applied around the perimeter of your rooms, either by us or the consumer or we can undercut the existing wall base.

**Patterned Carpet**

- No pattern is without skew. No room is perfectly square. We do our best to get the most pleasing look in the room but some run off is possible.

**Defective Flooring**

- This is rare and is a **top priority** for us when it does occur.
- If it happens we will expedite your replacement.
- Monetary compensation is not provided for lost wages, lost revenue or any other contingency, including but not limited to the cost of other contractors, the cost for alternate accommodation or psychological distress.

**Job Completion**

- Our installers are expected to clean up and remove all trash, except for larger pieces of carpet, vinyl, tile and wood, which you may want to keep for future use.

**Payment of Balance Due**

- Payment is expected immediately upon completion of the job, directly to the installers.
- If you will not be home at the time of completion arrangements must be made to pay the balance in advance.
- Balances will be charged at 1.25% interest monthly.
- **NOTE: If your account is 30 days overdue you agree to the balance being charged to your credit card or processed by electronic check.**

**Cancelled Installation Policy**

- Once you schedule an installation it must be cancelled before 12p.m. on the previous business day (Monday through Friday) otherwise a **\$25.00 fee** will be assessed for late cancellation.

**Unequaled Customer Service and the Industry's Best Warranty**

- Our right carpet guarantee states you can replace your carpet for any reason, including color if you are not happy with it. See our **Right Carpet Guarantee** for details.

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I have read and agree to these terms...

.....  
Date

Please send to:  
Pelletier Rug & Floor  
17 Water St.  
Danvers, MA 01923

Or Fax to 978-777-9267