

Carpet is a fiber like your clothing; it must be cleaned and maintained to keep it looking good. All manufactures require carpet to be cleaned every 12 to 18 months. Depending on your selection you may need to clean your carpet more often. This is especially true of lighter colors. Most manufacturers recommend hot water (steam) extraction for cleaning carpets. Please refer to your manufacturer's warranty guide for specific cleaning and maintenance requirements for your carpet.

**Please be aware of the following that may exist before and after installation.**

### SEAMS

All carpets will show seams. There is no such thing as an invisible seam. Berbers, low profile, flat weave, pattern loops all will show more than plush carpet. Lighting from windows will enhance the visibility of a seam.

### SHADING / TEXTURE

Carpet can appear to look and feel different once installed in your home. Dye-lots, lighting, paint color, furniture lay out all will affect the appearance of your carpet. Please remember the carpet sample you are looking at is only a representative of what you will be getting, not an exact match.

### ROLL MARKS / INDENTS

Sometimes carpets can have crush/roll marks that are noticed after the carpet is installed. This condition is not a defect and can be corrected by steaming the affected area. Please be aware heavy objects, such as furniture can and will leave permanent dents in your carpet.

### WOVEN / FLAT WEAVE CARPETS

These carpets require special care. Some cannot be vacuumed using a beater bar vacuum. Seams in these carpets are very noticeable. Some products cannot have



### SHEDDING

New carpet can and will shed. Fiber type, twist and construction will affect how much a carpet will shed. It is normal to see fibers in your vacuum for the first 6 months.

cross seams or be seamed at all. Your salesperson will review your selection and seam placement to make sure it will fit your needs.

## PATTERN CARPETS

All pattern carpets have pattern matches. When figuring seams we need to add the appropriate match everywhere there is a seam. This can add a substantial amount of carpet to your job. There is no such thing as a "square" room. Certain patterns can accentuate this, especially hallways. Small print, diamonds, square patterns will show a wall running out of square.



## WALLS / BASEBOARDS / ACCESS

Carpet comes in rolls 12' to 15' long. If we are installing carpet in an area that has difficult access or attempting to bring carpet into a basement or attic there will most likely be some marks and scuffs on your walls, baseboards and railings. We will do everything possible to avoid marking your baseboards and walls. Randy's Flooring is not responsible for touching up, repainting or reimbursing for light marks and scuffs due to access issues. Wall paint should be properly cured before we install carpet.

## PREPARATION

Please remove all personal items, clothing, toys, small furniture, breakables, remove china from hutch, empty bottoms of closets, remove linens from beds, remove drawers from dressers, disconnect and remove any electronics, computers, TV's. It is important to have this completed before the installer arrives at your home. We will remove doors and re-hang them as needed; however if they need to be cut the installer will leave them off so you can arrange to have them cut, we do not cut doors. Randy's Flooring does not move delicate items such as grandfather clocks, pianos, large entertainment units and pool tables.

Please make arrangements in advance to have these items moved. The temperature must remain at a minimum of 65° 48 hours before and after the installation.

## CLEAN UP / ODORS

Our installers will vacuum using a canister/shop vacuum. They will remove all scraps, tubes, plastic and wrappers. They will leave behind any sizable pieces, doormat sized or

larger at their discretion. Please be aware that your carpet may still have loose fibers, sprouts, and fuzz. You will need to vacuum your new carpet a few times to completely remove these items. There may be dust generated from installing your new carpet or from ripping up and removing your existing carpet. Neither Randy's Flooring nor the installers are responsible for cleaning up or removing dust. You may notice your carpet or pad has a noticeable odor after installation. This is not a defect nor hazardous to you or your family. The odor should dissipate within two weeks.

## ELECTRICAL / ALARM WIRES AND PIPES

Randy's Flooring is not responsible for cut, pierced or broken electrical/alarm wires or pipes that are improperly placed/ran in walls, along baseboards, under floors and not in accordance with your local building code.

**You should be present when the installers arrive to review the job, confirm style, color and seam placement. Please understand an extra service charge may apply for any extra work incurred due to unforeseen problems with your sub-floor or lack of proper preparation leading to extra time spent on your job by the installers.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_