

Hardwood floors provide a warm and inviting touch to any home. Real wood, solid or engineered has a variety of textures and grains. Tones and colors are part of the natural beauty of the product.

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

SEASONAL GAPPING / SQUEAKS

You may notice gaps that appear and disappear in your floor as the seasons change. This is more noticeable in homes with gas/propane heating. This is a normal condition and cannot be prevented. Squeaks may occur due to seasonal change.

CHECKING

You may notice right after installation or several months later some wood boards show minor cracks (checking) in the finish mostly near the ends of the boards. As the seasons change your wood floor may check. This is a common occurrence and not a defect.

CUPPING

Cupping is caused by changes in moisture in or around the home which in turn affects the wood. Homes that are not occupied year round are especially susceptible to cupping. Cupping is strictly a site issue and is not covered by any warranty Randy's Flooring or the manufacturer provides. Your installer will check and document your moisture levels while in your home to make sure wood can be installed.

TEMPERATURE / MOISTURE / HUMIDITY

Wood is a cellular product. It will retain and give off moisture. Temperature, moisture and humidity all affect wood. Ideally your home should always be between 65° and 75° and 35% to 55% humidity. Changes in moisture around your home will affect your wood floors. Crawl

spaces, landscaping, clogged gutters, sprinklers etc. can all raise moisture levels in and around your home thus affecting the wood. A whole-home humidifier may be required to maintain consistent humidity in your home to prevent voiding warranties. Maintaining the appropriate temperature and humidity constantly during the life of the floor is the homeowner's responsibility.

SCRATCHING / DENTS

All wood regardless of type, species, finish etc. will show scratches and dents. It is impossible to prevent them. Putting walk off mats by doors, keeping your floor swept, using the manufactures recommended cleaners and putting felt protectors on chairs and furniture will all help REDUCE the amount of scratches and dents you will see.

GRADE / VARIATION / BOARD LENGTHS

Some species of wood by nature will show lots of color and shade variations. Please remember wood is a natural product and cannot be "picked" through. Some wood will come in mostly short, long or uniform lengths. Once again this is driven by the species and grade of the product. If there are any questions regarding your selection please review with your salesperson before purchasing.

DARKER STAINED HARDWOOD

In darker stained hardwoods, a small chip or gap exposing the lighter color of the wood may occur. The use of stain, filler, or putty sticks for the correction of this and other minor imperfections noticed later or caused by the installation process should be accepted as normal procedure.

RUSTIC & HAND SCRAPED HARDWOOD

Rustic & hand scraped floors are constructed to have antiqued, aged, and vintage looks. Knot holes, discoloration, and indentations that the manufacturer uses to create these

visuals are not considered to be defects. Specific boards that are deemed by the consumer to be displeasing may only be replaced at the consumer's expense.

ACCLIMATION

If you are purchasing a wood floor we must make arrangements to deliver your wood at least 48 hours prior to your installation. The wood must be brought into the home and placed in the area(s) where it will be installed. Humidity must be between 35% to 55% and temperature between 65° and 75°. Bamboo may need a longer acclimation period.



MOLDINGS / TRIM

Moldings and trim are made to coordinate with your wood not match it. Generally it is made in a separate factory and due to the variations that are inherent with natural wood there may be some noticeable differences.

WALLS / BASEBOARDS / CEILING NAIL POPS

Our installers will use caution while in your home to prevent marking baseboards and walls; however some minor scratching and marking can occur during removal of your old flooring and installation of your wood. Drywall nail pops can occur while removing your old flooring or installing your wood. Randy's Flooring is not responsible nor do we reimburse for minor scratches, marks and nail pops in drywall or baseboards. Base that is removed and rehung may not be tight at joints. Quarter round may be needed in some areas.

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. Your HVAC system must be operational for us to install your floor. The temperature must remain at a minimum of 65°.

DUST

Dust will be generated from removing existing floor coverings, cutting and installing the new materials. Our installers will do everything possible to minimize dust; however it is not possible to eliminate it. Randy's Flooring does not pay or reimburse for cleaning up dust.

ELECTRICAL / ALARM WIRES / 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 selection, color, and finish. 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: _____