Carpet - What to Expect

Thank you for your decision to purchase a flooring detail measurement from Lowe's. After your measurement is complete the information will be sent Lowe's, and Lowe's will create a complete quote for your review. If you have any questions regarding the detail or installation, please contact Lowe's. Outlined below is important information about the installation process.

Scope of work:

- Lowe's installation services does not include the removal of existing vinyl flooring in homes prior to 1986.
- Lowe's installation services does not include installation of carpet over old pad, because it voids the warranty on new carpet.
- Seam placement must be discussed and finalized during the sale. Seams are not invisible. Carpet is normally available in 12' or 15' widths. Customers are able to directly affect the number, type, and placement of seams by the amount of carpet and the width of carpet they elect to purchase. Typically having fewer seams requires purchasing more carpet. The Independent Contractor will provide Lowe's with a seam diagram for the customer to approve at time of purchase.
- Pattern carpets require additional carpet for pattern matching and additional charges to perform the match. The contract price may include more product than actually will be installed based on the measured square footage of the project area. As a result, the contract price is calculated upon both the value of estimated goods required (including waste), which may exceed the actual square footage of the project area, and the labor which may be estimated based on the amount of goods required. These additional labor costs are not refundable once the installation services are performed.
- If you are having tile or other flooring removed, there will be dust and we will do our best to contain it. You can purchase additional dust containment services through Lowe's, but you still need to anticipate clean up upon completion.
- Interior wood doors may need to be trimmed after new flooring is installed. This service is available for an additional charge and may not be determined until after installation is completed. Metal doors/exterior cannot be trimmed by Independent Contractors.
- Please advise the Independent Contractor and Lowe's of any previous floor issues such as water leaks or damage.
- Unforeseen circumstances discovered once installation begins such as damaged subfloor, wet subfloor, pet urine-soaked carpet, insect infested carpet, unlevel or uneven subfloors, termite damage, can cause additional charges which must be approved by the customer and Lowe's, and paid directly to Lowe's.
- Squeaks in floors could result incidentally from removing flooring or just disturbing areas of sub floor. Those areas can't be anticipated, nor can we be responsible for fixing them.

Furniture Moving:

- **If you have paid for this service,** the Independent Contractor will move normal household furniture (on the day the installation begins).
- Independent Contractors will not move certain items such as antiques, electronics, pianos, pool tables, waterbeds, aquariums, safes, pin ball machines, exercise equipment, etc. If additional charges apply for moving furniture, the Independent Contractor will advise the customer and the additional charges will be included in the quote from Lowe's. Existing tack strips should be left in place, and the Independent Contractor will determine what sections to replace.
- The area to receive new flooring must have climate control, power, adequate lighting, a minimum of 48 hours before and after installation.
- Unplug all items; disconnect and remove all electronics (computers, stereos, large screen TVs, audio bars, etc).
- Clear closet floors up to 3 feet high, remove items under beds, bed coverings, lamps, knick-knacks, fragile, high value, sentimental value items and antiques.
- Remove glassware from china cabinets, remove books from freestanding bookcases and pictures from walls.
- If there are pet soiled areas, the customer must have them cleaned prior to the installation.

Day of Install:

- If you have paid for these optional services, the Independent Contractor will move normal household furniture, tear out and haul away your existing flooring. If you have not paid for these optional services, as stated on the customer contract, then you will need to make arrangements to have this done prior to the day of installation.
- An individual 18 years of age or older must be present for both the detail and installation.
- The Independent Contractor will verify correct new flooring with customer prior to starting job.
- Customer should identify any wiring (may be hidden) in the new flooring area (alarm, monitoring systems, home theater, etc).
- Customer should inform Independent Contractor if you would like to keep existing flooring and where to put it.
- Please ensure children and pets are not in the installation area during the installation.
- Potential exists for minor scuffing of baseboards/walls. (Note: scuffing will be worse with new paint.)

We look forward to serving you and strive to exceed your expectations. At the conclusion of the job, Lowe's will follow up with a survey sent via e-mail asking to rate your installation experience, looking at Craftsmanship, Professionalism and Likelihood to Recommend. If you can't give Marc's Flooring Service 9's or 10's in all categories, please contact our office (636) 397-0536 so we can address the opportunities. Please take a few minutes to give us your feedback so that we can continue providing our customers with the best possible service. Thank you!