



QF1105: HD VINYL MEASURE - ALBERTA

HELPFUL INFORMATION REGARDING YOUR FLOORING INSTALLATION

1. DELIVERY: Carpet, vinyl, stone & tile products may be delivered to your home on the day of installation by installation personnel.
2. DELIVERY: Hardwood, laminate and LVP products: It is the home owner's responsibility to arrange delivery of these products to the home. Upon delivery, they must be placed into the room(s) where they are to be installed up to 5 days prior to your installation to acclimatize to humidity and/or temperature as per manufacture requirements.
3. OPTIONAL DELIVERY/EXTENDED WARRANTY OFFER; The above hardwood, laminate and LVP products can be delivered by The Home Depot for an additional fee, included in this offer is an additional 1 year added to the existing installation warranty for a total 2 year installation warranty.
4. WOOD HUMIDITY AND MOISTURE: Wood will expand and contract based on the humidity and moisture levels present in your home. Please take all necessary precautions to manage humidity/ moisture according to manufacture requirements in your geographic area. Gaps between boards may vary due to the nature of the products or existing site conditions.
5. STONE AND WOOD VARIATIONS: Variations in natural wood and stone products is a characteristic to be expected as will be the case with the accompanying trims and moldings. Store samples and/or displays may not be an exact representation of product received. Prior to the installation starting, inspect the products that have arrived and ensure they meet with your expectations.
6. DEMOLITION: Don't start any demolition or removal of existing flooring until you have received a confirmed install date. Install dates cannot be confirmed until the materials have been arrived. If you are doing your own carpet removal, staples from previous pad installations must be removed from sub floor and stair cases prior to new flooring installation. In the event you are having a new hard surface floor covering installed, the carpet tack strips must be removed as well.
7. CLEARING THE AREA OF INSTALLATION: (Home owner responsibility prior to arrival of installation personnel)
 - o Remove all contents of cabinets, furniture and obstructions from the work area prior to installation
 - o Empty closets at least 4' up from the floor, remove all items from underneath beds, bedcoverings, lamps, knickknacks, glassware from China cabinets, and books from bookcases. As well, remove all wall hangings from the work area.
 - o Disconnect and remove from work area all computers, stereos, TVs, VCR, DVD equipment, or any other electrical equipment, and weight lifting equipment.
 - o Remove all interior doors: If you have purchased a thicker carpet & pad, or if a new subfloor is placed on top of an existing subfloor, you may need to arrange to have doors trimmed to accommodate the new height/floor level. Our installers do not trim doors.
8. WIRES: Inform the measurer and installer of all wires located under carpet or along baseboards and door casing. Check for cable wire connections under existing floor covering (cable company may have to remove or disconnect).
9. SECURED PREMISES (Condos and Gated Communities): Please check with your building management for parking accessibility and delivery times for your installation (such as elevators, service entrance, front desk procedures, etc.).
10. PROPER POWER: Make sure that adequate power for installer's electrical tools, light, water, ventilation, and heat or air conditioning will be available up to 72 hours before and during the installation.
11. CHILDREN AND PETS: Address any concerns with small children and household pets prior to your installation. Children must be kept away from the work area and pets contained.
12. BATHROOM INSTALLATIONS: If we are installing in a bathroom, you may need to temporarily use other facilities. Please consider this.
13. RADIANT HEAT SYSTEMS: The homeowner will need to verify with their radiant heat contractor that their current system is compatible with floor covering manufacture requirements.



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- 13. ADULT SUPERVISOR: An adult over 18 years old with the authority to make decisions must be present throughout the duration of installation. This person will be requested to verify the materials that arrived at the job site are what they expected, and after the installation has been completed communicate any concerns to the installer while he/she is on site.
- 14. PLEASE NOTE: The initial quote from your sale associate is an estimate only. You will receive a final quote after the site inspection has been performed which may differ from the original estimate depending on the site factors.
- 15. FURNITURE REMOVAL SERVICES AVAILABLE ; Additional charges may apply to areas with excessive amounts of furniture (i.e. file cabinets, heavy equipment, exercise equipment, storage boxes, wall units, sleep sofas, four-poster beds, armoires, etc.). We do not remove delicates, antiques, grandfather clocks, gas stoves, refrigerators with front door dispensers, aquariums, waterbeds, heavy tables, pianos, safes, computers, or electronic equipment. (Many of these items need to be professionally moved). Beds are to be dismantled & it is recommended that home owner supply plastic moving bags for mattress to protect during the moving process. If you are arranging furniture removal, everything must be completely removed prior to installer's arrival.
- 16. BASEBOARDS: Reusability of existing baseboards is not guaranteed (caulk & painting is home owner's responsibility).
- 17. SEAMS & WASTAGE: Seams are not completely invisible and will be less noticeable with certain types of carpet or vinyl patterns. Discuss seam location choices with the Flooring Install Specialist that comes to measure your floor plan. If you choose to have fewer seams, this may increase the amount of left over materials on the project, however in doing so this will add satisfaction and professionalism to the job. Note, total material & installation costs for the project is calculated based on materials handled (not square footage of floor plan).
- 18. UNFORSEEN CHARGES: Additional charges may apply when the removal of existing flooring is completed. Water damage, urine-soaked carpets, floors with structural damages, unsecured floors, uneven sub floors and asbestos floors are not always detected until the installation process has begun, (it is the homeowner's responsibility to advise installation personnel of Asbestos or lead paint products in work area). Removal of these products must be performed by a certified/ licensed individual. Our installers cannot guarantee elimination of movement of the subfloor (i.e. squeaks).
- 19. PAINT & DRYWALL REPAIRS: While precautions are taken, it is to be expected that during the installation process, there will be scuffs to paint, trim, baseboards and minor dry wall repairs necessary, these repairs are at the homeowner's expense. If painting is scheduled, final coats should be planned after the flooring installation has been completed.
- 20. CLEAN UP: The installers will perform a post-installation inspection with you to ensure your complete satisfaction. After the installation, they will remove all scraps & packing from new materials. Surplus materials will be placed on your premises, where you request. Disposal service is available for old flooring (carpet must be cut up in 4 ft widths & kept dry until picked up). Every effort will be made to minimize dust however depending on scope of work. It is to be expected there will be residual dust, clean up of this is the homeowner's responsibility.
- 21. LIMITED WARRANTY: Installation & applicable manufacture warranty is activated upon signing the Installation Completion Waiver. Home Depot warrants the workmanship of the installation for one full year, on new materials installed, (extra year of warranty available on hardwood, laminate & LVP products via the extended warranty option noted above). Home Depot does not cover damages caused by abuse, neglect, or improper uses/care/cleaning. Manufacturer's care & maintenance instructions must be followed.
- 22. SCHEDULING YOUR INSTALLATION: After your home has been measured by flooring professional, a Home Depot representative will contact you with your total project price and process your payment. After your payment is processed an Authorized Flooring Installer will contact you to schedule your installation. If you would like to be contacted via email please provide your email address on this form. By providing your email address you will also receive important information details pertaining to your installation.
- 23. COMMITMENT: We sincerely appreciate your business and thank you for your purchase, a Home Depot representative will call you to confirm that you are pleased with your new floor covering.

CUSTOMER ACKNOWLEDGMENT:	
Signature: _____	Email Address: _____
Date: _____	Alternate Phone Number: _____