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PREPARING FOR INSTALLATION

STEPS TO BE COMPLETED BY PURCHASER PRIOR TO INSTALLATION

1. STC is not able to move any large or unusual items such as pianos, organs, appliances, glass or marble tables, large beds, some antiques and other items that are very expensive or delicate. These items **MUST** be moved by the Purchaser.
2. Remove all clothes, books, toys, shoes, plants, etc. from the areas to be floored. Stack furniture that cannot be moved by STC Installations in kitchen and bathroom areas. Place as many items as possible on closet shelves. Get as much off the floors as possible, including closet floors.
3. Remove knick-knacks and all other breakable items from bookshelves, tables, etc. in the areas where the crew will be working. Place them in an area that is out of the way of the workers. China must be out of china cabinets and books must be off shelves if the cabinet or shelves are to be moved.
4. Disconnect and move all electronic equipment (stereos, VCRs TVs, radios, phones, answering machines, computers, computer equipment, etc.). The installers **WILL NOT** disconnect or reconnect electronic equipment.
5. Beds should be stripped of linens, and if possible, moved to an area not being floored.
6. All special beds and/or frames (waterbeds, brass, wrought iron, etc.) must be disassembled and reassembled by the Purchaser. Purchaser is responsible for draining waterbeds and moving waterbed mattresses to an area not being floored. A bathtub is an excellent place.
7. Remove aquariums from the area to be floored. STC Installations **CANNOT** move aquariums, even if they are drained.
8. Watches, jewelry, cash and other such items of value are the responsibility of the Purchaser and must be removed from the home or put in a secure place prior to installation. STC cannot be responsible for unsubstantiated claims of missing items.
9. Paintings, clocks and other items on walls need to be securely attached or removed and placed in areas not being floored.
10. Any delicate furniture (antiques, lacquer finish, etc.) should be removed by the Purchaser. While care is taken in moving furniture, small nicks may occur. STC Installations cannot pay for repairs to furniture when reasonable care has been moved in moving these items.
11. Purchaser or agent of Purchaser **MUST BE PRESENT** at the time of installation and sign a Completion form.
12. Pets should be out of the home or restrained to an area not being floored. We will not be responsible for pets getting out.

If the above steps are not taken, the installer can, and will, refuse to complete an installation. Purchasers will be asked to sign an acknowledgement form (to be provided at the time the Installation Contract is signed). This form acknowledges that the Purchaser has read the above guidelines that will ensure the safe handling of all items and that the Purchaser understands and agrees that South Texas Carpets Installations will not be held responsible for broken, scratched or missing items resulting from non-compliance on the part of the Purchaser.

HINTS AND INFORMATION ON BUYING FLOOR COVERING

We hope this information will answer many questions about purchasing a new floor and enables us to install your new floor in a professional and quality fashion you will be proud of.

- For carpeting, our normal installation process is to use tack strip around the perimeter of the room and stretch the carpet in. If seams are needed, we try to locate them in suitable places and then heat seam with carpet tape along the entire seam. Our seams will be of good workmanship, but not necessarily invisible, especially with Berber style.
- Please remove as much furniture and furnishings as possible (see “Steps to be Completed by Purchaser”, below).
- Please have quarter round molding removed before the installer arrives. If Purchaser will be painting before the flooring is installed, please arrange for the quarter round to be removed and make sure the baseboards are painted to the floor. If the installers remove quarter round, we cannot be held responsible for stripping of paint or breakage. Installers do not remove baseboards. It is beyond our control to work with painted quarter round and baseboards without minor damage or chipping of the paint.
- If purchased, new shoemold and transition pieces are stained to blend with the base or floor. Purchaser may elect to paint the shoemold (we do not paint).
- We cannot assume responsibility for minor paint scuffing on baseboards. There will be some scuffing as a result of the normal installation process.
- With many new floors, doors may need to be trimmed due to thickness of floor. Purchaser will need to contact a contractor as it is not a part of our installation.
- Vinyl: Most vinyl floors come in 6’ width and some are available in 12’ width. Vinyl flooring with grout lines will tend to have less noticeable seams than other patterns. Regardless of pattern, our seams will be of good workmanship, but not necessarily invisible.
- Vinyl: There are a large number of vinyl floor coverings made today by the Roto Vinyl process. These floors perform very well and are very comfortable, but do require some extra precautions to prevent damage. Due to the fact that they are soft, they are more easily dented and damaged than inlaid vinyl, especially by dragging or sliding heavy objects across them. Furniture protectors should be used with these floors.
- Wood and Vinyl: On occasion, floor sanding may be required under vinyl or wood installation. This can cause excessive latex dust. Taking precautions would include; turning off air conditioning or heating and covering up door openings, appliances and fixtures.
- Carpet: New carpet should be vacuumed regularly. Fuzzing and shedding are characteristic of most staple yarns and not a defect; this effect normally subsides after four weeks.
- Patterned Carpet and Resilient Flooring: We cannot guarantee an exact pattern match where seams are made and also cannot guarantee complete alignment with the pattern and the walls.
- Ceramic Tile: We are not responsible for shade variation in ceramic tile or grout as it is a natural occurrence. We are not responsible for furniture sitting completely flat on ceramic tile.