

DO's & DON'Ts

Please inspect your completed installation thoroughly before the mechanic departs. It is quicker and easier to correct small items while the installers are still on the job site. It is important, if at all possible, to be present during your entire installation.

1. Do use an upright vacuum power-head which has a beater bar for all types of carpeting except "loop." With a "loop" carpet use a power suction type vacuum only.
2. Do vacuum your carpet regularly. Dirt is the greatest enemy of carpets.
3. Clean spills at once. Please refer to the manufacturer's website for proper ways to clean up spots. Also, the website will give you proper Care and Maintenance for your carpet.
4. NO CARPET IS STAIN PROOF. The following are some examples of substances that will remove color or permanently stain all carpet including carpet with stain resistant properties: hair dyes, shoe polish, paints, bleaches, drain cleaners, insecticides, iodine, toilet bowl cleaners, caustic chemicals and please be careful of such items as acne medicines which contain benzoyl peroxide or certain types of plant foods. They will bleach out fabrics colors. Such items as Clearasil, Oxy 5 and Oxy 10 are included in this. Be sure to wash hands thoroughly after using any of these items. We will not be responsible for any carpet that is bleached out by contact with any of these products. Please note warning on the labels of such products.
5. Do not put down left over carpet "mats" directly over new carpet. The backing is rough and can abrade carpet. If you do use "mats," remove them frequently to allow carpet to breath.

1. C.O.D. — All installation or delivery balances are C.O.D. Please be prepared to present the installers or driver with the entire C.O.D. upon arrival of the job site. **PLEASE MAKE CHECKS PAYABLE TO CARPET MILL OUTLET STORES ONLY.** Convert all cash payments into a cashier's check or money order prior to installation. All bank card payments or finance paperwork must be completed, signed and cleared at the purchasing location prior to installation.

2. Please be ready for installers on the day of installation. We schedule our installers to do a given amount of work on a particular day. If you need to reschedule your job, please give us 48 hours notice. If not you could be assessed a trip charge. **WE CANNOT GUARANTEE ANY ARRIVAL TIMES.**

3. FURNITURE — We will move reasonably sized furniture only. We cannot disassemble or reassemble any furniture pieces. (ie: Beds, Wall units, Dresser mirrors, etc.) Our insurance will not permit us to move any breakable items, personal items, nic-nacs or large furniture pieces, such as pianos, organs, pool tables, grandfather clocks, aquariums, pictures from walls etc. Also our insurance will not permit us to move any Electronical items, such as Home Entertainment Units, Big Screen TVs, Stereos, Computers, etc. All bookcases, china cabinets, curio cabinets, and hutches must be emptied and disassembled. All Dresser, Desk, and Cabinet drawers must be removed.

4. APPLIANCES/TOILETS — All refrigerators, freezers and toilets must be emptied and disconnected. All waterlines to refrigerators, washers and toilets must be disconnected. We cannot disconnect or reconnect gas lines to any type appliance. We do not touch dishwashers.

5. BASE BOARD — We recommend that you remove all 1/4" round shoe mouldings so that existing base boards may be painted to the floor by you. Also remove all items from the walls. Our mechanics are as careful as possible. However, working this close to painted/stained walls and base, it is almost impossible not to scratch or mark them. Carpet Mill Outlet Stores is not responsible for scratched or marked woodwork or walls due to the nature of the carpet installation process. We suggest that you keep touch-up paint/stain on hand for such occurrences. As noted under "Terms and Conditions" on our invoices, we cannot accept liability for breakage of base board. This is a construction problem, and our installers, who take great care, cannot know if the wall behind the base board will stand a power stretch. Due to variation in carpet thickness improper existing baseboard molding height is not the responsibility of Carpet Mill Outlet Stores and must be corrected by Purchaser.

6. DOORS — When new carpet is being installed, there is always the possibility that the doors, especially to closets and bedrooms, may

not clear and swing free. We will remove the doors in order to install the fabric and will re-hang them if possible. We will not cut or trim them. Unfortunately, our mechanics are not licensed to do carpentry.

7. If carpet is to be glued to the floor, the areas must be ready to have carpet installed, this means floor smooth and cracks filled, etc. If you prefer this to be done by us, please discuss with your salesperson. Kitchen appliances, utility room appliances, etc. must be unhooked and cleared where carpet is going underneath. To get proper installation, it is best to remove these items from the room where physically possible. This can be done the night before installation and returned the following evening. Again, if you prefer our mechanics to move appliances, please discuss with your salesperson. Glue needs time to seal and dry before rolling heavy appliances on newly installed carpet. If you decide to move appliances and snag your carpet or tear your vinyl, we cannot be responsible. Dragging furniture across your carpet can cause friction burn that is not repairable and will be your responsibility to replace the effected area.

8. Carpet is usually cut around any articles attached to the building such as radiators or railings, etc. However, should you wish the carpet under them, please have articles disconnected. We cannot take responsibility for reconnecting them.

9. Please keep animals and small children out of the work area. The mechanics cannot perform their duties effectively with any interference.

10. All workmanship is guaranteed to be first quality. Installations are guaranteed for one year. After that, there will be a service charge at the prevailing rate. (Unless Lifetime Carpet Installation Guarantee applies - see store for details). Stairways are excluded from Lifetime Carpet Installation Guarantee.

11. WIRES — All types of wires such as TV, stereo, telephone, radio and lighting should be removed or clear of the installation area. No wires should be run underneath the carpet. We cannot take responsibility for any cutting or damage to such wires.

12. CLOSETS — Please remove all contents.

13. CLEAN UP — Installing carpet is bound to result in a pile of clippings, threads, papers, tacks, etc. We will clean up as much debris as possible. However, we do not vacuum. We recommend you vacuum at least once a week with an upright vacuum with a beater bar. For all types of carpeting except "loop" For "loop" carpet use a power suction type vacuum only.

14. The installers must have electricity, proper lighting, and in cold weather, must have area heated for 24 hours prior to installation.

15. Installations over double pad are not permitted. Double padding would result in all warranties being null and void. Also carpeting over your existing pad will void all warranties.

16. We cannot be responsible for squeaky floors.

17. SEAMS — No seam is totally invisible. Seams will be used

"Lifetime Carpet Installation Guarantee"

1. Pertains to installation only when carpet, padding and labor are purchased from Carpet Mill Outlet Stores.
2. Pertains only to the original purchaser in the original owner occupied installation area.
3. Pertains to areas covered by manufacturers wear warranties (excludes high traffic areas, hallways, stairs, areas carpeted other than floors, or any special upholstery work.)
4. Carpet labor and restretch guarantee applies only if carpet is cleaned by Floormart Carpet Cleaning annually. See #7.
5. Pertains to new carpeting and new padding. All used or existing materials are excluded.
6. Such guarantee shall apply only when performed within a fifty-mile Front Range radius of our Denver Warehouse or fifty-mile radius of our Fort Collins Warehouse.
7. All carpeting must be cleaned professionally by Floormart Carpet Cleaning (303-627-2389). Manufacturers recommend cleaning traffic areas every six months and the whole house once a year. Failure to clean annually will void such guarantee. Customer must provide cleaning receipts before warranty work.
8. All other applications are excluded.

"1 Year Installation Guarantee"

1. Rental Units.
2. High traffic areas, hallways, stairs, and special upholstery work.
3. Outdoor Installations.
4. Glue Down Installations.
5. Laminate/Hardwood Installations.
6. Linoleum/VCT/Ceramic Tile Installations.
7. Such guarantee shall apply when performed within a fifty-mile Front Range radius of our Denver or Fort Collins

CARPET MILL OUTLET STORES LIFETIME CARPET STAIN WARRANTY

1. Pertains only when carpet, padding and labor are purchased from Carpet Mill Outlet Stores.
2. Pertains only to original purchaser in the original owner occupied installation area.
3. Pertains to new carpeting and new padding. Carpets must be FHA grade or higher. All used or existing materials are excluded.
4. Such guarantees shall apply only when performed within fifty-mile radius of our Denver warehouse or our Fort Collins warehouse.
5. All carpet must be cleaned professionally by Floormart Carpet Cleaning (303-627-2389). Manufacturers recommend cleaning traffic areas every six months and the whole house once a year. Failure to clean the carpet annually (from date of purchase) will void such guarantee. Customer must provide cleaning receipts before warranty work.
6. All other flooring applications are excluded.
7. Labor costs must be paid by consumer.
8. Must have stain attempted to be professionally cleaned by Floormart within 30 days prior to warranty claim.

CUSTOMER SERVICE WARRANTY INFORMATION

CARPET MILL OUTLET WEBSITE
www.CarpetMillOutletStores.com

DENVER METRO INSTALLATION
303-307-9700 x332 or x333

FLOORMART CARPET CLEANING
Providing Complete Carpet Maintenance
303-627-2389

All warranty information is available
on Manufactures websites.

Carpet Mill
outlet flooring stores

DIRECT OUTLET FOR AMERICA'S LARGEST CARPET MILLS
(Division of Fashion Carpets)

HELPFUL HINTS

FOR PROPER CARPET INSTALLATION & MAINTENANCE

REMINDER:

**BALANCE MUST BE PAID BY CHECK,
CREDIT CARD, FINANCE, OR
CERTIFIED FUNDS, PAYABLE ONLY
TO CARPET MILL OUTLET STORES.
NO CASH PLEASE!!**

PLEASE PROTECT YOUR VALUABLES

**WE ARE NOT RESPONSIBLE FOR THE
SAFEGUARDING OF SUCH ITEMS IN THE EVENT
OF DAMAGED, BROKEN OR MISSING ITEMS.**

1. DYE LOTS

As in any textile product, color and texture may vary slightly from sample to finished product and from dye lot to dye lot. Raw materials may also be changed to improve quality and/or performance or whenever supply emergencies dictate such changes.

2. SHADING

Heavy carpets, especially outpile plushes, will show light and dark patches depending on the direction of the pile and the reflection of light. This is normal, and considered part of the beauty of this type of carpet.

3. SHEDDING

Carpets will shed and fluff with use. This may persist for quite a long time. It does not affect the wear of the fabrics and will ultimately stop.

4. ROLL CRUSH

This is a very common situation where the weight of the roll causes bands or pile crush of pile reversal across the width. This will gradually fade within 30 to 60 days by itself as the carpet breathes. In the rare cases of severe crush, the carpet can be steamed (not cleaned) to get the nap up.

The information contained in this booklet is very important to assure a quality installation. Please read thoroughly.