



MANAGING PROJECT EXPECTATIONS

Flooring installation can be very disruptive. Having realistic expectations will make it less so.

Please don't be intimidated by this list or scared away from the floor of your dreams! We don't know what you don't know, so we've compiled as thorough a checklist as possible to answer possible questions that may arise. Most of the items are "common sense" things, and many will not affect your project. It's impossible to cover every single question you may have. If this list sparks any other concerns, please do not hesitate to reach out to our team.

BUDGETING FOR YOUR PROJECT

1. Upon acceptance of the flooring proposal, a 50% deposit is required prior to ordering materials. You will be notified after ordering materials of an expected date of installation. We will confirm that date once materials have shipped.
2. Labor only jobs require 100% deposit to secure scheduling. If your project does not require the ordering of any products, you will be notified when the project is scheduled.
3. Price excludes concealed conditions that require grinding, floating, replacing subfloor, or additional floor preparation. These costs cannot always be anticipated at estimation. Extra charges will be advised at the time of discovery.
4. Removal and/or disposal of existing flooring is a separate fee. If not detailed on your estimate, this service will be an additional charge. *If our team removes your existing flooring, the disposal fee is waived. See #51.*
5. Moving furniture and/or appliances is a separate fee. If not detailed on your estimate, this service will be an additional charge. (Oversized items, some appliances, and devices requiring wiring cannot be moved by our team due to liability reasons.) *See #18 and #31.*
6. Covering furniture that will not be moved is a separate fee. If not detailed on your estimate, this service will be an additional charge. *See #57.*
7. Moldings and/or baseboards may need to be removed for installation. If not included in your estimate, additional charges apply. *See #53.*
8. If we are able to do so, removing and disposal of urine contaminated or other bio-hazard materials will require additional fees. *See #54.*
9. Additional charges may apply if jobsite preparations are not completed prior to the arrival of the installation crew.
10. If your project has been scheduled and the installation crew arrives but is unable to begin installation for reasons outside our control, a minimum trip charge will be assessed.
11. Leftover (waste) material is not returnable. *See #64.*
12. If you choose to cancel any phase of your project for any reason, you **may** be able to do so within 30 days of initial order. A 35% - 50% product restocking fee plus freight will be charged by the manufacturer. Payment for that fee is expected at the time of cancellation. **Custom order products may not be returned.**
13. Guidance is not provided for customers buying material only. Please ensure you are aware of all necessary trims, sundries, etc. Freight/shipping is expensive for additional materials needed after initial orders. Cash and carry purchases are not eligible for return. *Full payment (100%) is required prior to ordering.*
14. We accept payments by cash, check, money order, ACH bank drafts, and credit cards. All estimates reflect a cash discount. A 3% convenience fee will be added to all credit/debit card payments.
15. We offer financing options through Synchrony and Wells Fargo. Talk to a Heath Flooring Concepts team member to find the best option for you!



WHEN TO CONSULT OTHER PROFESSIONALS

16. Depending on the scope of your project, please expect to consult with or employ additional services from a licensed professional as needed. *Please ask your sales rep or team member for any needed clarification.*
17. Electric, gas, and water lines (gas stoves, ice makers, dishwashers, toilets, etc.) must be reconnected/reinstalled by a licensed professional. Please coordinate with an electrician or plumber when we verify installation date(s). *See #66.*
18. Anything oversized or requiring wiring, plumbing, or gas disconnects should be moved by appropriate professionals. **For liability reasons, these items cannot be moved by Heath Flooring Concepts.** *See #5 and #31.*
19. You may need to contact a carpenter or handyman to trim doors, address repairs at door jambs and/or to remove and reinstall current base trim as needed. *See #29 and #60.*
20. Squeaks, pops, and movement in the subfloor pertain to the structural integrity of a dwelling. Repairs for such should be performed by a professional prior to flooring installation.

PRIOR TO SCHEDULING YOUR PROJECT

21. If you have any health concerns that may be affected by your project, please thoroughly discuss with your sales rep or a Heath Flooring Concepts team member anything that may affect your condition. You may need to stay out of the home for the duration of installation as your home will be a minor construction site with dust and noise.
22. Any product, installation, or maintenance concerns should be directed to your sales rep or a Heath Flooring Concepts team member.
23. If you have specific dates that you want your flooring installed, please discuss those with us. Every effort will be made to accommodate your request, however factors outside our control may determine the final date of installation.
24. Lead times for products and installation materials may be longer than previously expected due to supply chain issues.
25. Please ask how long your project is expected to complete. Many factors may affect the timeline. It is impractical to give an exact time frame for completing the installation, but the sales rep should provide an estimate of the expected timeline when the job begins. We ask for flexibility as needed.
26. Please provide information to us regarding gate codes, door codes, security alarms, keys to access property, etc. If your neighborhood requires specific parking conditions, please convey those ahead of time. Your installers will need this information.
27. Advise us of areas available to installers for staging, preparation, and/or cutting of materials to be installed.
28. For hard surface projects, expectations regarding direction of tile or planks should be discussed prior to beginning of installation.
29. A change in the type of flooring may affect your existing doors, base trim and door jambs. Height differences may be an issue. Know in advance how you will address repairs around doors and/or to remove and reinstall current base trim as needed. *See #19 and #60.*
30. Please discuss with your sales rep or team member any special conditions (such as stereo wires, security systems, floor heating systems, etc.) *Please discuss prior to installation.* *See #41.*
31. Determine who is moving specific furniture and appliances. Anything oversized or requiring wiring, plumbing, or gas disconnects should be arranged in advance with the appropriate professionals. Built-in subzero or similar style refrigerators and heavy gas ovens/ranges which will have flooring installed underneath should be moved by professionals. Please note that dishwashers are not generally moved since flooring is not usually installed beneath them. **Oversized items such as pianos, pool tables, aquariums, waterbeds, electric beds, oversized China cabinets, exercise equipment, grandfather clocks, gun safes, large electronics, and computers are the responsibility of the owner.** *For liability reasons, these items cannot be moved by Heath Flooring Concepts.* *See #5 and #18.*



DAY OF YOUR PROJECT

32. On the day of your project, expect your installation crew to arrive between 8:30am – 10:30am unless otherwise stated. Many variables affect that start time. Please be flexible as we do everything we can to begin and finish your project.
33. **Before installation begins**, check your new flooring to ensure color and style are correct. In some cases, manufacturers use multiple style names and/or numbers for a single product. If you have questions, please reach out to us for clarification. (Please note there may be minor shade variation between the store sample and the finished product. This is normal. All wood products change color with age and sun exposure.)
34. Please make sure the installer has access to heat, power, light, water, and ventilation.
35. If there are pets in the home, they should be secured and kept away from the installation site and the installers' entrance area. The crew will need to go in and out, and we don't want your pets to get out or cause a danger to themselves or our team.
36. We will need free access to your home, possibly through all doors, to complete the project. We ask that no other contractor be working in the rooms we are trying to update. If our project is a whole house update, we need access to your entire home and no other services or contractor should be working while we are there.
37. If we are working in your kitchen for an extended period, please establish a temporary area in some other part of the home to allow your family to make a meal or access snacks and drinks while the work is being done. In most situations, the refrigerator, stove, and oven will not be accessible until work is complete.
38. If we are working in your bathroom, showers, toilets, and sinks may not be operational. It may be a few days before you are able to have your toilets reset by a licensed plumber. Please make plans to use other bathrooms and showers in your home, if available. An off-site gym or a neighbor's home can be a good alternative.
39. Noise during the installation process can be very disruptive. Please find other areas in the home or off-site locations to work if you must be uninterrupted.
40. Younger and older family members living in the home should stay in rooms away from the construction or leave the home on the day of installation. Expect nails, staples, tack strips, tools, etc. to be lying around during the installation process. These items can cause serious injuries. Everyone present must wear shoes at all times.
41. Point out any special conditions (such as stereo wires, security systems, floor heating systems, etc.) to installer(s). *These should be discussed prior to installation. See #30.*
42. The temperature in the area where the flooring is to be installed should be between 60 and 75 degrees. The relative humidity should be permanently maintained between 35% and 55%. (This includes before, during, and after installation.) ***This is especially important for all wood products.***
43. Installers may adjust the thermostat and/or leave windows and doors open to allow for ventilation.
44. Breakable items such as lamps, vases, collectibles, etc. should be removed and secured. China cabinets, hutches, and bookcases need to be emptied.
45. Please remove pictures, plates, display art, or anything that is fragile and breakable. Hammering on the floors of your home could disrupt hangings and cause them to fall. Remember areas outside of where our installation team is working. Rooms and areas above, below, or beside the work site could be affected. If work is to be performed in a room above a garage, we recommend removing vehicles and anything of value during the installation process.
46. Closets do not need to be completely empty; however, all items need to be removed from the closet floor. Low hanging clothing should be removed.
47. Please remove any hanging items which could interfere with the floor installation, such as drapes or clothing in closets that hang within 24 inches of the floor. Remember, your installation may create a significant amount of dust and debris. *You may prefer to remove all drapes and clothing to avoid additional laundering post installation.*



DAY OF YOUR PROJECT (continued)

48. Please remove valuables, electronic equipment, computers, laptops, portable devices, speakers, TVs, etc. Heath Flooring Concepts is not liable for items left in the rooms which do not operate properly after our work is complete.
49. We will not move personal items such as clothes, shoes, books, papers, storage containers/boxes, jewelry, etc.
50. If flooring is to be installed in a bedroom, all bed linens should be removed from the bed.
51. Determine who will remove and dispose of existing flooring. If you will be removing your flooring, please do so at least one day prior to installation to allow for cleanup and floor preparation. For larger projects, consider renting an on-site waste container. Heath Flooring Concepts can dispose of the flooring you removed for an additional charge. Please discuss before your installation begins. *(If you need to salvage your existing flooring, we must be advised prior to installation day. If this is the case, it is recommended that you plan to remove and store yourself.) See #4.*
52. The size of the installation crew for your project is based on the scope of work that is estimated. If you decide to remove your own flooring and/or move furniture/appliances after estimation, please discuss it with a Heath Flooring Concepts team member. If your scope of work changes without our prior knowledge, the estimated charge will stand.
53. In some cases, moldings and/or baseboards need to be removed for installation. Molding can be very fragile. **Installers will not be responsible for damage or breakage due to dry or brittle wood. Additional charges may apply.** See #7.
54. Urine contaminated or other bio-hazard materials will require additional costs to remove and dispose. In some cases, we are not able to remove or dispose of these materials. **Your sales rep will determine whether we can perform this service or not.**
55. If you have decided to remove existing carpet, be sure to remove all carpet, padding, and staples. *(Additional floor prep charges will apply if this is not completed prior to installation day.) If new carpet is to be installed and there is no water damage of any kind, tack strip and wall moldings may be left in place.*
56. Significant dust may be created by removal of existing flooring, countertops, undercutting trim or fireplaces, or sanding of the subfloor and other surfaces. Please cover or remove anything that you want protected from dust or debris. Installers will remove most of the waste products upon departure. You may notice dust, small debris, carpet fibers, etc. at that time. It will be impossible for the installers to restore your home to its pre-installation condition. Please expect to clean your home after our departure. *See #62.*
57. Heath Flooring Concepts can arrange to cover your furniture that will not be moved before installation begins. This is an additional charge and will be listed as a separate line item. *This service must be discussed prior to installation day. See #6.*



POST INSTALLATION

58. We will attempt to replace furniture to its original place; however, you may need to do some adjusting after we leave. We will do our best to replace your furniture by the end of the day. In some cases, we may need to return the next day to finish. If needed, please make tentative arrangements to sleep in another room, alternate home, or a hotel.
59. The new flooring, adhesives, and some of the installation processes may emit temporary odors. These should dissipate rapidly, especially with ventilation, so it's best to open windows and turn on fans.
60. A change in the type of flooring may affect your existing base trim and door jambs. Height differences may be an issue. You may need to contact a carpenter or handyman to address repairs around doors and/or to remove and reinstall current base trim as needed. *See #19 and #29.*
61. If possible, the installer will remove and re-hang hinged doors after the installation. **It is the customer's responsibility to have the doors trimmed if necessary and to raise/lower any trim molding if needed.** This includes adjustments to any sliding or bi-fold closet doors. *See #19 and #29.*
62. Please expect to clean your home to your satisfaction after the installers leave. We do not provide a cleaning service post installation. We recommend replacing furnace filters and having furnaces serviced after our work is complete. We do not provide duct cleaning after installation.
63. A change in your flooring, for example – carpet to hard surfaces – may cause furniture to slide or shift unexpectedly. Please expect this and plan accordingly.
64. Most installations will have a small amount of material left over. Please make sure you save some of it for future repairs that may be needed. (If you want extra material to keep on hand, please discuss it with your estimator prior to ordering material.) **Leftover (waste) material is not returnable.**
65. Touch-up painting and cleaning to restore your home to its previous state should be expected. Depending on the scope of your project, small repairs to sheetrock or trim (sometimes replacement) may be necessary. Staining, caulking, puttying, etc. may be necessary and are the responsibility of the homeowner. Nail pops from sheetrock may occur. Canned lighting or other fixtures may be loosened. Please have a handyman in mind and coordinate as needed.
66. Gas lines and water lines (gas stoves, ice makers, dishwashers, toilets, etc.) must be reconnected/reinstalled by a licensed professional. You should coordinate with an electrician or plumber when we verify installation date(s). *See #17.*
67. As installation for your project finishes, we recommend you walk through the job with the lead installer. Please ask questions and be clear on any final details. Follow up with your Heath Flooring Concepts sales rep as needed.
68. If other projects are completed following our installation (sheetrock work, painting, etc.) and leave dust, debris or overspray, we are not responsible to clean or repair the flooring after their completion.
69. Please remember that regardless of the product chosen, you are purchasing **floor covering**. While some resources help us to remedy or reduce existing problems in your home to prepare for the best installation, many foundational issues will still be apparent.
70. No matter what type of flooring you choose, characteristics will be noticeable. (This is especially true in natural products such as hardwood and natural stone.) These characteristics are not defects. If you do find an issue, please note that the industry standard is defects must be visible six feet away (standing position.) Characteristics that can only be seen while on hands and knees are not considered flaws.
71. Please reach out to our team immediately if any problems are noticed.
72. Expect an invoice one to two weeks after job completion. (Please allow us time to speak with the installation crew regarding any changes regarding the scope of your job.) **Balance is due upon receipt.**
73. Past due balances will be subject to interest and fees associated with collection procedures.
74. If you haven't yet, please ask for and take note of your manufacturer's warranty. It's important that you understand the expectations for maintenance to comply with all requirements. Installation is warrantied for 12 months (one year) from the date of installation. Refer to the manufacturer's website for recommendations regarding care and cleaning of your new floor. *Warranty work will not be performed until entire balance due is paid.*
75. Residential warranties are not valid for commercial/rental properties.