



## Congratulations on selecting your new flooring!

This is an exciting time for your home and family. Installing your new flooring will create a more beautiful and welcoming environment. Before work can begin, there are some things you need to do to prepare your home for the installation process. These steps will make the installation process move forward smoothly and will prevent delays in installation.

### **Items to Remove Before Installation Day**

#### **FURNITURE:**

Areas to receive new flooring must be cleared of furniture and other ground-level items. The largest and heaviest items are typically furniture. Eastman's installers will move large furniture at your request, but there may be an additional charge to do so. Installers will not remove linens, dishes, collectables, or loose items like toys or shoes from the floor. Please remove all personal items from the area prior to installation day. For extra-large items such as pianos and pool tables, Eastman's installers will move them but we are NOT responsible for tuning pianos afterwards or for the slate inside of pool tables. Make sure all electronic/electrical devices are disconnected and moved prior to installation day. Installers will NOT disconnect or reconnect electronics such as TVs, cable boxes, telephones, routers, computers, AC units, heaters, etc.

#### **SPECIAL ITEMS:**

Installing flooring, like many other types of construction activities, can generate dust, dirt and debris. Our installation team does their best to minimize the amount of debris in your home, but we ask that you remove any special objects you want to protect from dust and store them in a separate area of your home behind a closed door. This might include items like: curtains, drapes, wall hangings, pictures, art, entertainment centers, clothing, etc. Eastman's Carpet and Flooring is NOT responsible for damage to these items when they are left inside an installation area.

#### **PETS:**

Remember that installation day can be a stressful day for your pets. Plan ahead and ensure your pet has a safe place to stay that will not be impacted by the installation process.

#### **PLUMBING:**

If our installation team will be working in a kitchen, bathroom or other room that features plumbing fixtures please keep the following guidelines in mind. Eastman's installers can remove toilets, but will NOT reset them once the flooring installation is complete. Please note that our installation team is NOT responsible for reconnecting hookups for washing machines, dryers, or water heaters. If they reconnect such hookups, Eastman's Carpet and Flooring is not liable for damage due to rust, corrosion or flooding. A reputable plumbing service should be called to remove and replace these items.

\*For a more detailed list of items that Eastman's Carpet and Floor recommends you remove prior to installation, please see Page 3 of this document.

## Plan for Baseboards and Doorframes

Following installation of new flooring, baseboards, woodwork and/or doorframes may need to be finished or retouched. Our installation team will install the flooring and some molding or trim as noted below, but finishing touches on trim and paint are best managed by you or your painter.

Eastman's will install new ¼ inch-round molding to baseboards. It is available in unfinished or white primer. If you select white molding, you are responsible for caulking any nail holes and the final coat of white paint. For unfinished molding only: If you wish to have stained molding, you may provide a stain of your choice to our team BEFORE installation day. Our team will pre-stain the molding before installing. Please advise your sales person at the time of purchase if you would like stained molding.

When new flooring is installed, especially carpet, there is a possibility that interior doors will not swing freely. This is because of the varying thickness of your new flooring or carpet. Eastman's Carpet and Flooring installers will remove doors if necessary and replace them if possible. Eastman's installers are NOT responsible for trimming interior doors. If you need help finding a reputable contractor that can assist you with this process, please let us know.

## During Installation Day

Although your presence during installation is appreciated, you do not need to be present on Installation Day. However, you will be asked to verify the proper flooring is being installed in the correct rooms of your house. Eastman's will make every effort to estimate arrival times and installation times. Each installation involves different variables, but we'll do our best to keep you informed. Keep in mind that our installation team will use a variety of tools, techniques, and materials that will make the work area hazardous. Please ensure **children and pets are kept out of the work area during the entire installation process.**

## After Installation

### FINAL WALK-THROUGH:

Eastman's recommends you participate in a final walk-through with the chief installer before the installation team leaves. You can inspect the work and ask questions about your next steps or maintenance.

### NEW FLOOR SMELL:

All new floors come with a 'new floor' smell. You may notice chemical-like odors for 48-72 hours after installation. This is normal. Increasing ventilation by opening windows and running fans can help. Those extremely sensitive to odors such as children, elderly, and pets should be kept away from the finished area until the odors subside.

### CARPET SHEDDING:

If you have had carpet installed, shedding is a natural occurrence. You should vacuum frequently for several days after installation. Sprouting can also occur with new carpet. This is when small tufts or loops of carpet that become visible after installation. You can use a small pair of scissors to carefully trim the loose fibers flush with the carpet.

### WRINKLES OR RIPPLES:

Over time, wrinkles or ripples may appear in your new flooring. These changes are usually due to high

humidity or other climate control issues. It may be necessary to make minor adjustments. Please contact Eastman's Carpet and Flooring if you notice any issues with your new floor. All floors purchased and installed by Eastman's Carpet and Flooring feature a 1-year labor warranty. Additional charges may apply after the warranty period.

Eastman's Carpet and Flooring is committed to providing you with the best flooring and installation process possible. Your cooperation is key. If you have any questions, concerns or comments about your new flooring or the installation process please contact us at:

**Eastman's Carpet and Flooring**

4044 Arendell Street, Morehead City, NC 28557, (252) 726-2737

**Homeowner Checklist:**

Eastman's Carpet and Flooring is NOT Responsible for the Following Items:

- Moving animal enclosures such as bird cages or fish tanks
- Furniture made of particle board
- Disconnecting, moving or reconnecting electric devices or appliances including but not limited to: hot water heaters, washers, dryers, AC units, heaters, computers, routers, firewalls, cable boxes, satellite devices, TV's, entertainment equipment, stereo systems, etc.
- Curtains or drapes left in installation area
- Pictures, art or décor hanging on walls
- Clothing, fabric, fabric-covered items left in installation area
- Reconnecting plumbing such as faucets, toilets, fish tanks, refrigerators, ice makers, etc.
- Rust or corrosion of water lines or valves
- Painting, caulking or sealing
- Adjusting doors, trimming doors or other carpentry work