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### **You have chosen a Custom floor by Pierce Florcraft!**

We want you to be delighted with your flooring purchase. Our years of experience and customer feedback have taught us that a well informed customer is unlikely to be surprised or disappointed. We have put together some information to help you prepare your home for your new flooring, to ensure that all goes well on installation day. Some installations are relatively straightforward; however, others may be quite complex. If any information below is unclear in any way, please do not hesitate to contact us.

**Confirmation:** Ensure at time of installation that the correct flooring is installed in the correct areas. If you cannot be home, discuss arrangements with our Estimator prior to the installation day. Please carefully verify the product and areas to be installed over the phone. If there is a specific pattern (tile or wood) please confirm with our Estimator.

**Preparation:** Before installation, empty all closets receiving the new floor covering; remove all items from under beds, bed coverings, lamps, knickknacks, glassware from China cabinets, books from bookcases, any small furniture you can move- pictures from walls. Disconnect all computers, stereos, TV and DVD equipment ect. If the agreement is for you to move the furniture please ensure all rooms are emptied prior to installation.

**Wiring:** Inform the Estimator and installer of all wires and cables located under the flooring, such as alarms, telephone, speaker, T.V. cables and/ or computers. Please check for any cable/ wire connections under existing floor coverings. Your cable company or electrician may have to disconnect these for you. Pierce Florcraft cannot be responsible for any non-functioning wiring that is installed under new flooring.

**Appliances:** Pierce Florcraft is not responsible for moving any GAS appliances; this must be done by your Gas provider. If you have made arrangements with the Estimator to have the non gas appliances moved, please be sure to have the waterlines disconnected from fridges, dishwashers etc; prior to installation. Pedestal sinks and toilets must be removed prior to installation as well.

**Proper Power:** Make sure the adequate power, light ventilation and heat will be available 24 hours before, and during installation. This could be a concern on new home construction or in an unoccupied structure and could delay installation. In some installations, the heat must remain on for a period of time after the flooring is installed. Please talk to your Estimator for clarification.

**Secured Premises:** Please check with building management for regulations or procedures related to parking accessibility and access to elevators, service entrances and security gate/ door procedures. Most elevators are only 8ft high and product is usually 12 ft in length. This may create issues if stairways are not suitable or product is too large.

**Hardwood:** One of the most important factors for a proper Hardwood installation is the humidity level. Before the wood is delivered, the heating, ventilation and air conditioning system must be in proper working order. The conditions inside your home must be kept at an approximate temperature of 19 degrees Celsius- 21 degrees Celsius (70 degrees Fahrenheit) and a relative humidity- between 35% - 50% for at least one week prior to installation. If these conditions are not met, installation will be delayed. To avoid delays/ disappointment, please ensure your humidity and temperature conditions meet warranty requirements. When installing glue down hardwood to concrete, the Estimator may determine whether or not the concrete is level enough. Extra charges may be applied for additional prep work dependant on his conclusion. It is the Estimators discretion to cancel the job if he deems conditions do not meet warranty requirements. The industry standard when measuring for an installation is an allowance of 10% waste. We try to complete the installation with the best look, least waste approach. If you are left with more than the industry standard of 10%, you may return any unopened boxes for credit. Please feel free to contact us if you feel you may be eligible for a credit return.

**Carpet Measurement and Cutting Allowance:** When measuring we try to use the least amount of carpet in order to reduce expense. Most carpets are sold in 12 foot widths and not all rooms will be exactly 12 feet wide, some are wider/ others narrower; there will likely be a waste factor. However, we will always keep in mind what will look best. Some waste may be necessary to accomplish proper pattern matching, or seaming placement.

**Seams:** Seams are not invisible; some are less noticeable depending on types of carpets and patterns. Discuss seam placement with our Estimator. If you choose to have fewer seams, this may increase the amount of carpet you need, but will add satisfaction and professionalism to the job.

**Pattern Match:** Carpet being a fabric, the manufacturers do not guarantee pattern match on printed or patterned carpet, or run off of pattern at walls if the room is not square. The installer will do everything possible to achieve the best eye appeal.

**Carpet Scent:** New carpets have a distinct scent, just like a new car, which is normal. Ventilation is the key. If the scent is a concern, there may be alternate choices. Leave doors and windows open as required. Scent should dissipate within a few days.

**Removal of Existing Floor Covering:** If you have elected not to have our installers remove your existing carpet or flooring, you must have this done before installation. You may also have to remove staples that were used to fasten your old pad down. If

removing a glued down pad or carpet, the surface must be free of any left over substance. Please speak to our Estimator about tools to aid with removal.

**Installation on Concrete Foundation:** There is no guarantee on flooring products installed on concrete slabs with moisture problems (glue down flooring and/ or underpad). Moisture problems will have to be corrected before flooring can be successfully installed.

**Walls and Baseboards:** Our crews will work as cleanly as possible, however the normal installation process may at times mark baseboards or walls. Expect that there may be some minor touch up painting required after installation. Normal installation methods may mark existing baseboards or walls. Our installers will use extreme care to minimize this.

**Doors:** If you have purchased a higher pile carpet, or perhaps thicker pad, or if a new sub-floor is placed on top of an existing sub-floor, you may need to arrange to have your doors trimmed to accommodate the new floor covering height/ floor level. These services will not be provided and you may need to make other arrangements.

**Moldings:** In some instances, quarter round moldings should be removed for a better installation. If in doubt, check with our Estimator. You will need to make arrangements for the change or replacement of these moldings. Hardwood, laminate, ceramic and vinyl may require a form of quarter round or base to finish off edges.

**Unforeseen Charges:** Additional charges may apply to installations when the rip out and removal of carpet or flooring are done. Water damage, urine soaked carpets, floors with structural damage, asbestos floors etc., are not always detected until the installation process has begun. If this is a possibility, please advise our Estimator.

**Pets:** Please ensure your pets are kept out of harms way during the installation. Proper crating should be arranged before installation begins and goods start getting delivered.

**Additional Trip Charges:** If due to lack of readiness on the job site or changes requested during installation, minimum trip charges will apply to cover installer's cost.

**C.O.D.'s:** All contracts must be paid in full when the installation is complete. For your convenience we accept Cash, Visa, Master Card or Cheque.

**Commitment:** Please take a moment to inspect the job while the installers are still there, when possible, and discuss any areas of concern at that time. If you are moving the furniture back, please use the recommended Glide Guards (available at the store), or felt protectors. DO NOT DRAG furniture.

*We appreciate your business and will do our best to make your installation enjoyable!*