



69 Ferry Street, Unit #4 and #5 Easthampton, MA | (413) 527-3740 | david@nationalfloors.net

**Please review the policy guide below to learn more about the purchase and installation of your new flooring product.**

- **BALANCE PAYMENT:** Note customer's invoice serves as their bill. Balance payment is due upon completion to installer after customers review of installation. We accept cash, checks, Visa and Master Card. National does not extend credit or billing. Please note that occasionally unexpected floor conditions may appear after old materials are removed. Additional charges may be required to correct unseen floor conditions before new materials may be installed. Any charges will be reflected in adjusted subtotal.
- **COUPONS/DISCOUNTS:** Only one coupon or discount allowed per transaction.
- **NO RETURNS and NO DELIVERIES:** no returns or deliveries are available.
- **DEPOSITS:** 50% DEPOSIT AND SIGNATURE WITH ALL CONTRACTS REQUIRED. Cash, checks or charge cards accepted.
- **INSTALLATION AND DELIVERY:** Although 2 weeks is the normal delivery schedule for materials to arrive at National Floors, production dates and carrier's delays may alter this. You will be notified accordingly.
- **ESTIMATES:** are free with National Floors selection and done in order received. Quotes are valid for 10 days only. Quotes are only for quantity of goods and work described on invoice.
- **PRODUCT WARRANTY:** offered by manufacturers and are available online along with maintenance instructions. Any warrantee or guarantee concerns must be in writing. Install warrantee is for 90 days from date of install.
- **NATIONAL FLOORS** will recommend a plumber, electrician, painter or carpenter where needed since we do not provide these services.
- **CUSTOMERS** are responsible for disconnecting/reconnecting electronics, disassemble and reassemble furniture, appliances, and removing and replacing bi-fold doors. When emptying room please remove all breakables including pictures on walls. Please note on occasion customers might need to touch up paint, caulk or repair trim that was removed before replacing.
- **NATIONAL FLOORS, LLC** uses subcontractors who are insured and experts in their trades for all installations, and they require a 48-hour advance notice of cancellation or rescheduling.