

NATIONAL FLOORS, LLC

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PLEASE REVIEW POLICY GUIDE TO LEARN MORE ABOUT THE PURCHASE AND INSTALLATION OF YOUR NEW FLOOR PRODUCT.

- **ESTIMATES: ARE FREE WITH NATIONAL FLOORS SELECTION AND DONE WITHIN 48 HOURS. A QUOTE WILL BE PROVIDED WITHIN 24 HOURS OF MEASURE AND GOOD FOR 10 DAYS. NOTE THAT QUOTES ARE FOR QUALITY AND WORK DESCRIBED AT MEASURE.**
- **A 75% DEPOSIT IS REQUIRED WITH SIGNATURE OF INVOICE, WITH 25% BALANCE PAID TO INSTALLER ON COMPLETION.**
- **THE INVOICE IS YOUR BILL-WE DO NOT EXTEND CREDIT.**
- **WE TAKE CHECKS (PREFERABLY) VISA, MC AND CASH**
- **INSTALLATION AND DELIVERIES: PRODUCTS TAKE TYPICALLY TWO WORK WEEKS TO ARRIVE AT NATIONAL UNLESS THERE IS A PRODUCTION DATE WHICH YOU WILL BE NOTIFIED OF.**

WORK WILL NOT BE SCHEDULED UNTIL MATERIAL IS INSPECTED.

- **OCCASIONALLY UNEXPECTED FLOOR CONDITIONS, UNSEEN UNTIL EXISTING MATERIAL IS REMOVED, MAY REQUIRE AN ADDITIONAL CHARGE BEFORE NEW MATERIALS ARE INSTALLED. WITH AN EXPLANATION THE CHARGE WILL BE REFLECTED IN THE ADJUSTED SUBTOTAL.**
- **CUSTOMERS ARE RESPONSIBLE FOR DISCONNECTING AND RECONNECTING ELECTRONICS, DISASSEMBLE AND REASSEMBLE FURNITURE, APPLIANCES ETC. AS WELL AS REMOVING AND REPLACING DOORS INCLUDING BI-FOLDS. PICTURES SHOULD BE REMOVED FROM WALLS ALL SMALL FURNITURE AND BREAKABLES MOVED ROOM EMPTY UNLESS WE ARE MOVING LARGE PIECES.**
- **A 48 HOUR NOTICE IS REQUIRED IF YOU MUST CANCEL INSTALL.**
- **PLEASE NOTE TOUCH UP PAINT, CAULK OR REPAIR OF TRIM MAY BE NEEDED AFTER REMOVING, BEFORE THEY CAN BE REPLACED BY THE CUSTOMER.**
- **PLEASE NOTE THAT RETURNS ARE NO LONGER ACCEPTED**

PLEASE REVIEW THE INSTALLATION GUIDE BELOW: to learn more about our installation process.

National Floors, LLC expects and needs a clear, safe path to installation and the room open, heated, empty, clean, pictures off walls, all breakables, doors off including bi-folds and the humidity 35-55%. Please discuss any concerns with this request.

From date of deposit all materials require 2-3 weeks to arrive unless otherwise notified. Once materials arrive and are inspected we will call to schedule your installation. We expect to be met by the customer who is the decision maker to discuss any on site questions or concerns and to pay the installer balance once completed-no exceptions. Temperatures should be 65-70 for best installation for all material types.

CARPET: If customer removes existing carpet and pad PLEASE remove all staples as well. Wall base and tackless do not need to be removed. Customer to remove and replace all doors.

UPRIGHT BEATER BAR VACUUMS FOR ALL NEW STYLES OF CARPET RECOMMENDED.
NOTE: New carpet will show crush marks or shadowing and seams that will disappear with vacuuming and time. National Floors cannot guaranty invisible seams or pattern matches. Some patterns will run off, depending on pattern and length of seam.

VINYL: New subfloors are required with sheet vinyl for a guaranteed job. There is NO warranty for going over existing floors, **SUBFLOORS** are always best. If you opt to go over your existing, it needs to be thoroughly cleaned with a heavy duty cleaner the night before installation so that the adhesive will adhere.

LUXURY VINYL CLICK FLOOR AND HARDWOOD:

Your baseboards need to be removed and replaced or quarter round moldings are required to finish the job. Recommended humidity for wood products must be a continuous 35-55%. National will deliver hardwood 2-3 days before installation to acclimate your product. Note hardwood is installed across joists on plywood and will seasonally expand and contract. To allow for expansion, baseboards are removed for installation then replaced. Some touch up of paint where base is removed or caulk may be necessary by customer.

PLUMBER: A licensed plumber will need to be hired by customer to remove/replace toilets, disconnect ice makers, gas stoves and dryers.

NATIONAL DOES NOT LEVEL, REPAIR OR REBUILD YOUR EXISTING FLOOR. IF CUSTOMER WANTS A LEVEL, SECURE FLOOR YOU MUST HIRE A LICENSED CONTRACTOR.