

## TERMS

Payment is to be arranged at the time of purchase. Our credit department is at your service. Any changes made during installation will be billed on a separate 30-day account.

## MAINTENANCE

No floor coverings are self-cleaning. Carpeting requires regular (at least once-a-week) vacuuming with a good upright vacuum with a rotating brush set at the proper level for the style of carpeting. This will help prevent premature soiling, crushing and wear. The regular use of a cleaning system such as Capture<sup>®</sup>, particularly in heavy traffic areas, is recommended. To protect your manufacturer's warranty, have the entire carpet *professionally cleaned* when it appears soiled, but no more often than necessary. Tank vacuums and other systems using only suction are not satisfactory.

Vinyl, wood, and ceramic floors all require the use of a specific cleaning product periodically and some require a finish dressing. Water alone is never a satisfactory total cleaner. Consult your salesperson.

## CARPET CHARACTERISTICS

Carpeting is a soft, dyed material. Like bakery products, no two "batches" will be exactly the same. Dye lot and texture will vary from the sample, but will be within industry tolerances. Because carpeting is shipped tightly rolled which depresses the pile, it will need to be thoroughly vacuumed after installation to bring out its full beauty. It may also show regular widthwise pile crushing due to the weight of the

roll. This will gradually dissipate from vacuuming and exposure to air. "Shading" will occur in all carpets except tight loop commercial carpets due to the pile laying in different directions similar to a velvet chair as it is used. Also buried yarn ends may occasionally appear. These are called "sprouts" and may be clipped off at the pile surface. "Sprouts" and "shading" are characteristics of all carpeting and are not considered defects.

## WARRANTIES

Some floor coverings may have specific manufacturer warranties against staining, crushing or wear. Our representative will supply you with information on these. These warranties are directly with the manufacturer and will have an "800" number for you to register a concern or request assistance. Many have a person on hand to "walk you through" a stain or other problem.

Smulekoff's one-year installation warranty means you can rest easy about your new floor covering purchase & installation. Also since you've chosen Smulekoff's you know we will do our best to help you with any questions that may arise.

## CUSTOMER SATISFACTION

Maintaining you as a customer in the future and ensuring that you will be pleased with our products and services, enough to recommend us to your friends and neighbors, is of the utmost importance to us.

We hope to achieve your complete satisfaction and appreciate your permitting us to serve you. We hope you will receive many years of enjoyment from your new floor covering.

## SMULEKOFF'S OTHER QUALITY DEPARTMENTS

### Furniture Department:

Quality furnishings for every room in your home. We have the best styles & values in one stop.

### Television Department:

Television & home theatre audio made easy.

### Gift & Accent Department:

Quality gifts for your home or for those you love. Check out our Bridal Registry.

### Design Studio:

We make bringing your look together easy. See us for custom draperies, blinds, wallpaper & re-upholstery.

### Commercial Department

All types, styles & phases of commercial planning & products.

# Smulekoff's

Home Store . . . Downtown Cedar Rapids

**“Everything you need to know about preparing for a floor covering installation”**

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## THANK YOU

Smulekoff's would like to thank you for selecting us to furnish your new floor covering.

To ensure that the installation progresses smoothly and to properly prepare for your new floor, we have provided you with this booklet. It lets you know what you should do to prepare for the installer, and to ensure that you will be pleased with your new floor for years to come.

Your satisfaction with our products and our service is of the utmost importance to us.

We want you to be pleased with our materials as well as our workmanship. To ensure this, all of our installation work is performed according to manufacturers' specifications and to your satisfaction.

## SCHEDULING

All work is scheduled in advance. We will maintain our schedule as closely as possible, but it is not always possible to predict the amount of time each installation will take and delays may occur. If you have to cancel an appointment, please do so as far ahead as possible and remember that because work may be scheduled weeks in advance, the next opening may be considerably in the future. We will make every effort to accommodate emergencies and unforeseen delays in your preparation.

On installation day please arrange your schedule so you can meet with the installer to verify the areas to be covered and the materials to be used.

We will store purchased carpet to accommodate construction & remodelings. If the labor rate increases while the carpet is in storage, you will be notified. We will then schedule installation before the new rate starts. Otherwise, the installation will be done at the prevailing new rate.

## FURNITURE

If possible, all furniture should be removed from the rooms that will be receiving floor coverings. If we are to move your furniture there will be an additional charge. Advance arrangements must be made for this service. We also ask that you:

1. Remove all valuables, lamps, pictures, wall mirrors, plants, knickknacks, etc.
2. Remove dishes and crystal from hutch cabinets, books from bookcases.
3. Remove all items from tops of bureaus, tables and desks.
4. Please drain and remove waterbeds and fish tanks.
5. We cannot move or be responsible for grand pianos, pipe organs, grandfather clocks or pool tables.
6. Strip bed linens if bedroom is being carpeted. The bed will be dismantled.
7. Remove smaller items of furniture to areas not being carpeted.
8. Clean out closets to be carpeted.
9. Disconnect all electrical equipment which has to be moved such as TV's, Stereos, Organs. We are not responsible for electrical wiring.
10. If floor covering is to be installed in kitchen and/or utility, refrigerators, washers, dryers should be disconnected and drained or emptied as necessary for moving. There will be a charge for moving appliances.
11. Electricity is needed for power tools. If a new house or apartment, be sure it is turned on.
12. Please have heating or cooling equipment set to normal room temperature and humidity. Some materials contract and expand with changes in these and if installed under extreme conditions may appear improperly installed when the area is returned to normal temperature and humidity.

Please remember, for both your protection and ours, if rooms are not cleared before delivery,

our company will not be liable for any damage that might occur directly or indirectly while handling your property. Our installers will be as careful as possible, but they are not professional movers. Very large pieces, such as pianos, may require outside movers or specialists.

## REMOVAL OF OLD FLOORING

The taking up of old flooring can take a considerable amount of time. We are happy to arrange for this service, however, a charge will be made.

If you prefer to save the additional cost and provide this service, we suggest that the removal be done a day ahead of the installation to allow for clean-up and floor preparation. If the old flooring is glued down, the underfloor must be scraped clean. If old carpet pad is stapled down, you must also remove the staples. There will be an additional floor prep charge if the installer has to do this. If we are hauling away old flooring, that will usually be done by a contract hauler later in the day or in the evening.

## HIDDEN DEFECTS

Occasionally when an existing floor covering is removed, another layer or otherwise unforeseen unsatisfactory surface is found that must be repaired or removed. There will be a charge for any additional work. If the repairs cannot be done by the installer, you will need to make other arrangements to have repairs done.

## SEAMS

Carpet and vinyl seams are almost always visible. Some patterns and styles of material show less than others. We will do our very best to make them as unobtrusive as possible.

## DOORS

When carpeting is being installed, there is always the possibility that doors, especially closet and sliding doors, may not clear and swing free.

We will remove the doors in order to install the floor covering and re-hang them if possible. We will, however, be unable to shave or cut them down. We regret that we will be unable to accommodate you on this service, but it requires equipment and expertise we are unable to provide.

## TRIM

We will specify metal trim where needed. We do not install exterior thresholds. Wood, vinyl, laminate or ceramic floors will require the removal and re-installation of baseboards and/or quarter round. There is an additional charge for this service, and we cannot guarantee that some of it will not crack or split in the process. Expect to replace some and repaint or touch up after installation. We can furnish vinyl cove base in various sizes and colors, especially under kitchen cabinets.

In carpet installations, trim (especially painted) may require some touch up, even after the most careful installation.

## JOB COMPLETION

Installing new carpet will produce a pile of clippings, papers, tacks, etc. All bulk waste materials will be disposed of before we leave your home. Expect to have carpet clippings to vacuum after installation. If it all possible, we ask that you briefly walk through the job with the chief installer prior to completion. He will answer any questions that you might have regarding the installation.

