

Terms and Conditions



Terms

50% Down at time of acceptance, balance due upon completion. Interest at the rate of 1.5% per month (18% per annum) will be charged on unpaid balance. If the matter is turned over to an attorney for collections, the customer will be charged for any and all fees associated with the attempt to collect the debt.

General

- Floor Craft arranges independent subcontracted installers to perform installations. Floor Craft only works with quality installers, and all customer communication prior, during, and after installation happens directly with Floor Craft.
- Depending on the material and the amount, the jobsite may require an asbestos test prior to material removal. This is Colorado state law which we are required to abide by.
- **Floor Craft does not reset toilets or reattach any appliance water lines following installations. Coordination and payment for resetting appliances is the customer's responsibility.**
- Samples are meant to represent the ordered product and are not guaranteed to be an exact match.
- Furniture moving entails moving standard large items (couches, tables, beds, etc). Floor Craft requires that cabinets, dressers, bookcase, etc. be emptied prior to the installer's arrival. Floor Craft will not disconnect or reconnect electronic devices. Floor Craft does not move pianos, pool tables, mechanically adjustable beds, breakable items, or items of significant value. If closets will be receiving new flooring, its required that the floor of the closets be cleared. Customer acknowledges that a failure to meet these conditions can result in additional charges. If customer chooses to move the furniture and Floor Craft still must move items, additional charges apply.
- Floor Craft will not be held responsible for baseboards that may crack or break during the removal and reinstallation of existing base; nor for any paint touch up required after installation.
- Vents, transitions, and profiles are meant to coordinate with the flooring, and will not be an exact match.
- Floor prep refers to standard sweeping, smoothing, and patching of the substrate. When existing flooring is down it is impossible for Floor Craft to know the condition of the substrate, and any severe subfloor remediation, such as subfloor replacement or considerable concrete repair, is subject to additional charges.
- **Customer indemnifies Floor Craft of any liability from potential mold exposure prior, during, or after installation. In the event that mold is discovered during contracted work the contaminated area will be contained as best as possible, and all work will cease until professional assessment and potential remediation occurs at customer's expense.**
- Cutting doors due to change in flooring height following an installation is not included
- With all hard surface flooring, it is recommended that pads be installed on furniture legs to prevent scratching the floor.

Tile & Stone

- Field tile and corresponding trim pieces are meant to coordinate; a slight variance between the pieces is common and considered acceptable.
- All natural stone is a product of the Earth and will have variation in color, thickness, and veining.

Carpet

- Carpet seams can be visible and are unavoidable in most carpet installations. Seams can be more prominent with certain carpets and visibility can be affected by the lighting in the room.
- Due to the rough backing on many carpets and the carpet tucking required at the perimeter of rooms, some paint touch up may be required by the homeowner at baseboards and/or walls following the installation. This is to be expected and is not subject to Floor Craft's warranty.

Wood

- Floor Craft will not be held responsible for damage to water pipes by nails or staples used to secure flooring or trim, nor any other water damage that may occur from hitting water pipes. Floor Craft has no control or knowledge of how closely water lines are beneath the subfloor, or where they run in the walls.
- Floor Craft will not be held responsible if tape pulls finish or paint from cabinets or wall surfaces during the dust control process.

Warranty

Floor Craft warranties all workmanship for a full year following the installation. After that time period, a service charge may apply for any requested service work. Product warranties are provided by the manufacturer via Floor Craft, and vary by product.

I, the customer, fully understand and accept the terms and conditions outlined above.

Customer Signature: _____

Date: _____