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www.AmericasFloorSource.com

Flooring Facts (things to know)

Thank you for choosing America's Floor Source for your flooring project! We strive to meet all of our customers' expectations. In order to make sure we meet yours, here is a list of facts you need to know about your Floor Coverings and their installation:

HVAC - It is important to maintain a consistent interior environment throughout the year. As a general rule, appropriate interior conditions are temperatures between 60-80 degrees Fahrenheit and relative humidity between 30%-50%. Use a humidifier throughout the winter/dry months and/or a dehumidifier in the summer/humid months to help keep floors from gaining or losing moisture. These same conditions should be maintained prior to, during, and after flooring installation.

Moisture & Humidity - The moisture and humidity levels of your home or building, if not controlled, can have a material adverse effect on your flooring, underlayment and subflooring. This includes expansion and contraction which can cause cupping, gapping, bubbling, swelling and other noticeable changes to the flooring. When cleaning floors be careful with water use and always follow manufacturers cleaning and maintenance guidelines.

Protecting Your Floor - Regular vacuuming and sweeping to remove loose particles of dirt, dust and debris will help prevent scratching and damage to your floors. Using floor protectors under furniture legs will also help to limit damage to new floors. Floor protectors should be replaced every 3 to 6 months. No flooring is scratch-proof. Be sure to keep pet claws trimmed and in good repair. New installations may require that you not access or clean the floors for 24 to 48 hours while adhesives, grouts, and other setting materials cure. Please consult the manufacturer's care and maintenance recommendations to properly maintain your floors and avoid violating any of the associated manufacturer warranties. Warranties, both material and labor, will be voided due to improper maintenance.

Surface Temperature and Window Treatments - Hardsurface floors can experience thermal expansion from high surface temperatures caused by direct sunlight. This can distort and damage your hardsurface flooring. Controlling the surface temperature to within manufacturer guidelines is a must. Window treatments to control direct sunlight are highly recommended.

Color Changes and Shading - Many of today's materials display a light or dark shade variation depending on the direction the flooring is laid in the room. Blinds and draperies also affect the amount of natural light hitting the materials in different areas which will also cause shade variation. As with any material, slight color variations may also occur from dye lot to dye lot. Wood flooring color change is a natural occurrence and should be expected; some woods darken with age and some woods lighten with age. In general, wood flooring covered with rugs or furniture, exposed to less direct light, may change color at a slower rate than areas exposed to more light.

Accessories, Trims and Moldings - These products are manufactured to coordinate with the flooring materials. Exact matches are coincidental. Non-matching accessories, trims and moldings are not considered defective products.

Pattern Matching - Due to the nature of the manufacturing process, most print and multi-tone Floor Coverings are impossible to match exactly. Many of these styles will require additional material to achieve the closest possible match.

Seams - In order to properly install your new Floor Coverings, cutting and seaming will probably be required and is common practice in the industry. The seams are not invisible. However, our installers take great pride in making these seams as inconspicuous as possible. There is no such thing as an invisible seam. Some Floor Covering types seam together better than others. In order to cover rooms wider and/or longer than the actual width and/or length of the Floor Covering you have selected, seams are necessary. America's Floor Source reserves the right to seam Floor Coverings as it determines necessary for proper installation unless otherwise specified on the Sales Order and agreed to in writing by both you and America's Floor Source.

Clicking Noises - These noises are the result of movement among the joists, subfloor and flooring. Sometimes, it is not possible to eliminate them completely.

Padding & Underlayment - The amount of underlayment or padding to be used for your installation is determined by America's Floor Source by considering the measurements of the Floor Coverings you have selected. In some instances, the amount of padding or underlayment supplied may be less. We have taken this variation into full account in establishing our price.

Underlayment Lines/Telegraphing - On light color or less expensive vinyl floors, it is not uncommon for the underlayment seams to telegraph through the vinyl depending on the light reflection and the thickness of the vinyl. This is not a defect, but rather a natural occurrence in some vinyl floors.

Manufacturer's Backings & Variances - Manufacturers are permitted to change backings on their Floor Coverings, and America's Floor Source cannot control such changes. In addition, manufacturers are permitted a 2% variance in carpet widths since it is considered to be within acceptable mill tolerances.

Material Waste - Every installation has material waste, and this is normal in Floor Covering installations. It is generally caused by irregular room shapes, stairs, pattern matches, and other variations present at the installation site or in the Floor Covering selected. Our measurement of your Floor Covering needs attempts to minimize the amount of material waste. However, material waste cannot be completely avoided, and refunds cannot be granted for such unused material. Keep extra materials for possible future repairs.

Unknown Floor Conditions - Sometimes there are unforeseen problems with existing floors, especially if they are currently covered. As such, if we run into any unforeseen problem that requires additional work in order to complete your installation, we will notify you of such a problem, any additional charges that may apply, and/or any delays in installation that may result.

Under Floor Wiring & Radiant Heat - You must notify your America's Floor Source professional of all under flooring wiring and radiant heat floors in the installation area. Our installers will use caution to avoid damaging under flooring wiring (such as phones, speakers, alarm systems, etc.) and radiant heat floors, but America's Floor Source is not responsible for damage to these items.

Doors, Fixtures, Moldings & Paint - We are not responsible for carpentry (including but not limited to altering of doors, cabinets, or woodwork), plumbing, repairing subfloor covering or other labor of any nature, other than actually fitting and/or fastening the Floor Covering you have purchased. Our installers will gladly remove hinged doors and replace them after installation. However, it may be necessary to have the bottom of your doors trimmed to accommodate possible changes in height. If this is the case, the installer will leave the doors off their hinges so that you can make arrangements to have them trimmed. Other fixtures such as commode flanges, plumbing connections, etc. may need to be adjusted due to the thickness or thinness of your new flooring. Upon request, AFS may recommend the proper professional to administer these services. Baseboard moldings in most installations can be left in place. Our installers will use reasonable care with the moldings, but are not responsible for breakage and scratches that occur during normal installation or that occur with moldings that have been removed and subsequently reinstalled. Scuffing of baseboards, wall paint and wallpaper may occur during normal installation. Our installers will take reasonable precautions to prevent this, but scuffing may occur, and we are not responsible for any such scuffing. You are responsible for such repairs and touch ups due to scuffing, and for adjusting molding and/or baseboard height due to any increase or decrease in the finished Floor Covering height.