



# FLOOREDATHOME FLOORING MANUAL



*"The key is to set realistic customer expectations, and then not to just meet them, but to exceed them"*  
(Richard Branson)



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## Flooring agreement

This Floor Installation Agreement is entered into between the contractor (“FlooredAtHome”), and you the (“Customer”). The guidelines and disclosures hereunder and the Sales Order attached hereto make up the Contract between FlooredAtHome and the Customer, the (“Contract”).

The Sales Order form provides the scope of work agreed to by you, the Customer, and us, the contractor, FlooredAtHome. The Scope of Work includes the product, price, payment terms, and any other relevant terms relevant to the specific flooring job. Please review the Sales Order form and the guidelines and disclosures below before signing. By signing the attached Sales Order Form, the Customer agrees to all terms contained in the Contract.

By signing this contract the customer confirms that they are the owner of the property where the project work will be performed. If the customer is not the owner, the contract needs to be also signed by the owner unless FlooredAtHome and the Customer agreed otherwise in writing. In this case, both the owner and the customer are jointly and severally liable to pay the contract amount.

YOU, THE CUSTOMER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MID-NIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT.



## FlooredAtHome Insurance

FlooredAtHome has a \$4MM liability insurance policy to protect all persons from injury and property damage that could occur as a result of the work. FlooredAtHome also has Worker’s Compensation and Disability Insurance. FlooredAtHome can provide copies of the insurance paperwork to the Customer upon request prior to commencement of work. If a Certificate of Insurance is required, please send the request via email to [installations@FlooredAtHome.com](mailto:installations@FlooredAtHome.com) with the exact wording required for the certificate at least 48 business working hours before commencement of the work or a minimum of 48 hours before paperwork is required to be submitted to a board for approval.



## Painting vs. Flooring

FlooredAtHome has no preference if painting is completed prior to or after the flooring work.

However, please note if painting is done first, FlooredAtHome will exercise care to not damage the walls, doors, base moldings, cabinets, but is not responsible if there is damage to freshly painted walls, doors, moldings, or cabinets. The general rule of thumb is that it is cheaper to touch up wall paint than to fix a floor.

If the project requires removing old base-boards, it is possible that during the process the bottom of the wall will break or paint will chip off which will require wall painting work afterwards. For both refinishing and installation projects, base-moldings/quarter round as well as staircase trim (risers, stringers, spindles, etc.) might need to be touched up or painted after the conclusion of the flooring project.

FlooredAtHome is not responsible if the floor is damaged for any reason by the painters. Painters should not use tape on the floor but tape protective coverings to each other.

Once the flooring project starts, the Customer agrees that the flooring project will be finished without disruptions from other contractors or standard postponement fees will apply in addition to possible fees to fix the floor if other contractors damage the floors in the middle of the project.

For installing hardwood flooring all sheetrock must be installed and walls primed prior to the start of the project per NWFA guidelines.



## Working hours

The Customer is to notify FlooredAtHome in advance of the project if there are any restrictions for the allowable working hours of the project (e.g. early morning, late night or weekend work not allowed). If the Customer does not provide such notification, it shall be assumed that FlooredAtHome has permission to work on the project between 7:30 am and 8:00 pm during weekdays and Saturdays. Typically however the workday will end before 5:00 pm.



## Moving the project start date

In unforeseen circumstances, the project start date can be moved by the Customer with at least 72-hour notice. Within a 72-hour window there will be a \$350 charge to move the start date unless FlooredAtHome is able to re-schedule another project in its place. No guarantees can be made.



## Project duration

Project estimated finish dates are given but can change. In some instances, the project may take longer than the original estimate due to unforeseen issues within the project. FlooredAtHome is not responsible for any costs incurred if the project finish date is delayed.



## If furniture is moved by the Customer

All items must be completely removed from all working areas at least one day prior to the start of the project.

If the furniture is not moved when FlooredAtHome arrives at the job site, there will be a \$100/hour charge for the delay if the Customer is in process of moving the furniture, or a \$350 charge if the project needs to be postponed which is at the discretion of FlooredAtHome. In this scenario, the job can be rescheduled based on the availability of both the Customer and FlooredAtHome.

Any valuable wall art or pictures should be taken down before the start of the project. FlooredAtHome is not responsible if any of the art work is damaged if it is not removed from the area. If there are built in wall shelves, FlooredAtHome can tarp the shelves and therefore shelf contents do not need to be removed.

The floor installers are not always the same individuals who move the furniture when arranged in advance by the Customer and therefore FlooredAtHome cannot guarantee that the furniture move can be arranged without advanced notice.



## If Furniture is Moved By FlooredAtHome



If FlooredAtHome will be moving the Customer's furniture there will be an additional cost included in the Scope of Work.

If the contract does not specify which location(s) the furniture is being moved to (other rooms, basement, pod, garage, porch), this will be done at the discretion of FlooredAtHome. If there is a specific area the customer would like the furniture moved to, this must be acknowledged in the scope of work.

If the customer wants the furniture to be moved to the porch or the garage, FlooredAtHome is not responsible for any damage due to weather or water.

All drawer contents must be removed by the customer from all furniture in the working area at least one day prior to the start of the project.  
-All small items must be removed by the customer from the working area at least one day prior to the start of the project.

All closet contents below 4 feet in height must be removed by the customer at least one day prior to the start of the project.

If FlooredAtHome will be moving any of the electronics per the agreement, all electronics must be unplugged by the customer at least one day prior to the start of the project.

FlooredAtHome does not plug any electronics back into place after the completion of the project

If FlooredAtHome is moving a pool table, it may no longer be balanced when moved back. FlooredAtHome is not responsible if the pool table is no longer balanced.

FlooredAtHome recommends the homeowner to move Grandfather Clocks as these clocks can be very delicate and require the following of specific instructions. If FlooredAtHome moves the Grandfather clock, FlooredAtHome cannot be held responsible for any damage as a result.

If contents inside the furniture or small contents in the area are not removed by the customer in advance of the project, FlooredAtHome has the discretion to reschedule the start date and charge the Customer a \$350 rescheduling fee.

While FlooredAtHome will be as careful as possible moving the furniture, FlooredAtHome is not responsible for any damage resulting from moving the furniture including but not limited to the furniture itself, the appliances, or the premises. Some furniture needs to be taken apart in order to fit through the doorways resulting in greater risk of damage to the furniture. The Customer to notify FlooredAtHome if there are certain complications/weaknesses in specific furniture items.



## Appliance Move During New Floor Installation

If FlooredAtHome is moving appliances, all items must be disconnected at least one day before the start of the project.

If the stove is not disconnected prior to the start of the project, FlooredAtHome will install the floor up to the stove when possible (when there is a cover and enough clearance to ensure that the floor looks finished).

If the refrigerator is not disconnected prior to the start of the project, in most cases FlooredAtHome can move it to the side without disconnecting the water-pipe and then move it back after the floor is installed.

Most dishwashers don't need to be unplugged as the floor doesn't usually need to be installed underneath. However, it is important to check that the new floor will not trap the dishwasher in place in case future dishwasher repairs/replacements are needed.

Old floor radiators that have pipes going into the floor should ideally be removed by a plumber in advance of the project. FlooredAtHome can sometimes install the floor with the radiators in place. However, it's not always possible due to height clearances. Also, please note that it is common for old radiators to leak when they are shifted and therefore removing and re-attaching floor radiators should whenever possible be completed by a plumber.

Washers and dryers need to be disconnected by a plumber if FlooredAtHome is installing a floor in the laundry room.

If there is any damage to the pipes or the area due to a pipe breaking when FlooredAtHome moves the appliances, FlooredAtHome cannot be held responsible and the Customer is responsible to arrange for a plumber to fix the issue.

If FlooredAtHome is installing flooring in a bathroom, a plumber needs to remove the toilet bowl and sometimes sink base if there is no cabinet around it prior to the start of the project.

## Appliance Move During Floor Refinishing

As a standard practice in the flooring industry, the floor underneath appliances is not refinished, but refinished only up to the appliances or as far back as possible if there is an opening on the bottom. For the refrigerator, FlooredAtHome can sometimes move the refrigerator to the side without disconnecting the water pipe and then move it back into place. As the finish will not be dry when the refrigerator is moved back, there will be some marks under the refrigerator when the project is completed (these marks are not noticeable when the refrigerator is in place). FlooredAtHome is therefore not responsible for any such marks under the refrigerator in this scenario.

If there is any damage to any pipes or the area due to a pipe breaking when FlooredAtHome moves the appliances, FlooredAtHome cannot be held responsible and the Customer is responsible to arrange for a plumber to fix the issue.

## Moving Piano

If a piano remains in the working area, FlooredAtHome will finish the floor under the piano (if there is enough clearance below the piano) and then move the piano back into place. There may be small marks under the piano legs that cannot be avoided.

If FlooredAtHome moves the piano, FlooredAtHome is not responsible if piano becomes out of tune or is damaged or damage is caused to the premises during the move.

## Prior floor rip out by the customer

If the Customer decides to remove the existing flooring, the flooring must be removed and disposed of completely at least one day prior to the start of the project (includes but is not limited to all nails and staples). If the Customer agrees to remove the existing flooring, and this is not completed prior to the start of work, FlooredAtHome may remove flooring (except tile/stone) at FlooredAtHome standard pricing or FlooredAtHome has discretion to reschedule the Project with standard rescheduling fees. FlooredAtHome reserves the right to reschedule the project if unexpected rip out doesn't fit in the schedule.



## **Prior floor rip out by FlooredAtHome**

During floor rip out, especially for tile or a glued down floor, it is possible that there will be damages to ceilings, walls, tile and other areas of the premises and other items due to vibration or flying debris. FlooredAtHome cannot be held responsible if such damage occurs. The Customer is to specify where to leave the old flooring/waste if the disposal is not included in the scope of the contract.

## **Prior flooring disposal**

FlooredAtHome will take all waste generated during the project to an off-site location only if specified in the contract. If it is not specified in the contract or in writing by the parties that the waste will be taken off-site, the waste will be left at the premises. If the waste is to be left on the premises, the Customer shall specify to the FlooredAtHome installers where the waste should be left. If not specified, the waste will be left at the curb-side and FlooredAtHome shall not be responsible for the waste thereafter.

## **Apartment building specific**

If the contract is for oil-based polyurethane, it is the customer's responsibility to confirm with the building management that oil-based polyurethane is permissible. FlooredAtHome is not responsible for any fines if the building rules are breached due to using oil-based polyurethane.

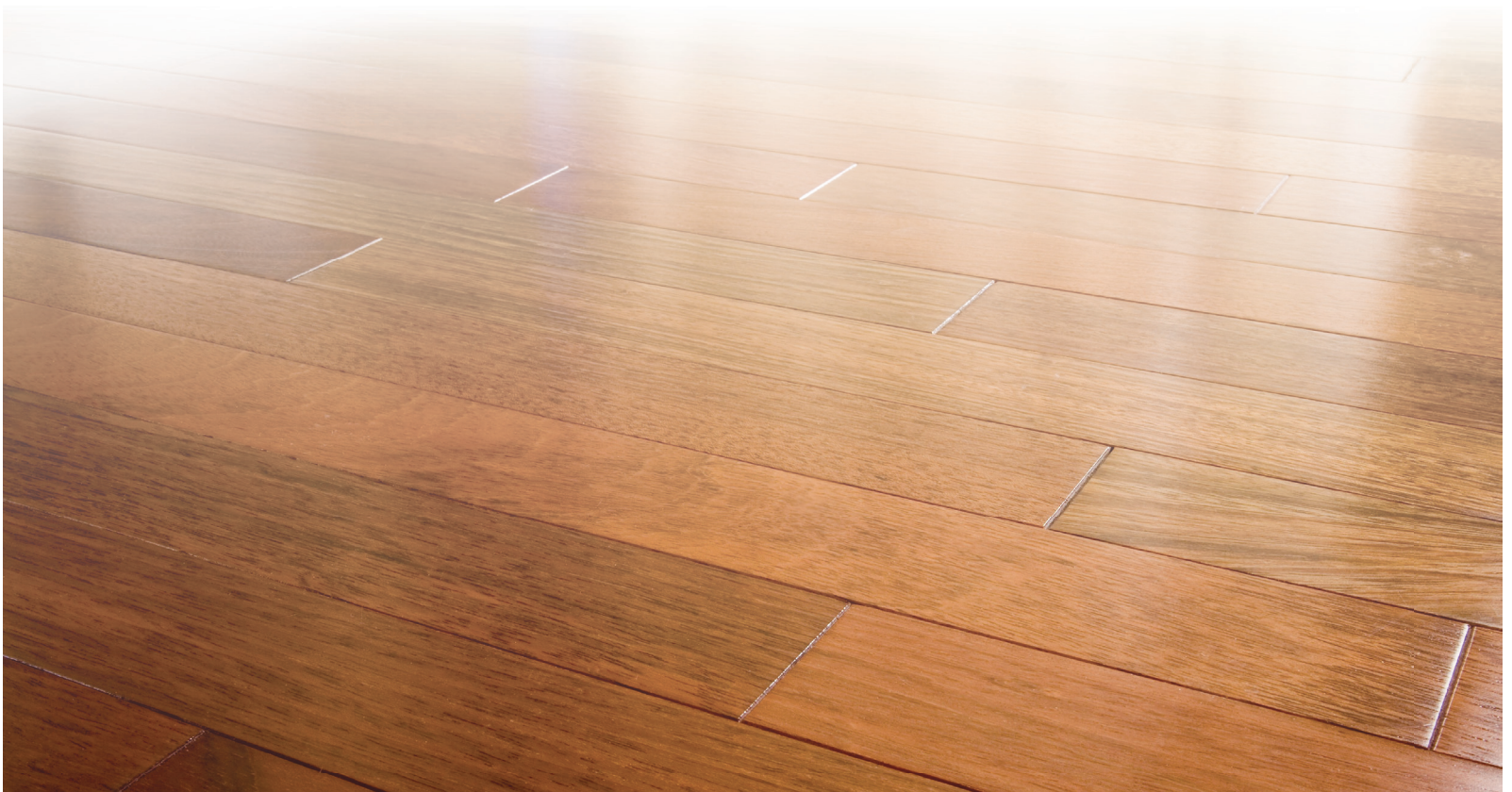
In apartment units where 220 volt power is not available, FlooredAtHome will utilize weaker 110V machines for an additional \$250 charge, and it is possible that the project will take longer to complete. If FlooredAtHome is unsure whether a 220V source is available based on initial inspection, FlooredAtHome will ask the customer to confirm with the Super in advance of the project.

Sometimes FlooredAtHome needs to open the electrical panel box to get the proper power source. Please note that when removing the electrical panel cover, the paint around the panel box may chip and might need to be touched up afterwards and will be the responsibility of the Customer.

The Customer is to notify FlooredAtHome in advance of the project where contractor parking is allowed.

The Customer is to notify FlooredAtHome in advance if there are other building rules that need to be followed (such as using a service elevator, putting paper in a hallway, etc.). If FlooredAtHome is not notified via email at ([installations@FlooredAtHome.com](mailto:installations@FlooredAtHome.com)) in advance, FlooredAtHome cannot be held responsible for any fines resulting from these specific building rules.

## **Squeaking floors**





Floor refinishing does not typically fix the squeaking of a floor. It is usually caused by a subfloor that is no longer properly secured to the joists or the actual flooring being loose because too few nails were used during original installation. If the Customer is interested in fixing the floor squeaking, the Customer shall notify FlooredAtHome before contract signing to discuss various options. If the parties agree that FlooredAtHome shall attempt to fix the squeaking floors this shall be included in the Scope of Work in this contract. In certain circumstances there are solutions to help and in certain circumstances there are not (e.g. thin or damaged subfloor). If contract does not include addressing the floor squeaking, it is not included in the work scope.

### Wood samples

When samples are shown on sample boards, it is done for indicative purposes only. FlooredAtHome is responsible for using the products listed on the contract, however the actual color and gloss level of the floor may be different due to natural differences in the wood or the product production batch variations.

Please note that if for part of the project FlooredAtHome is trying to match the new wood with the old wood, a guarantee cannot be made as to the closeness of the match regarding the color, grain, or the grade of wood.



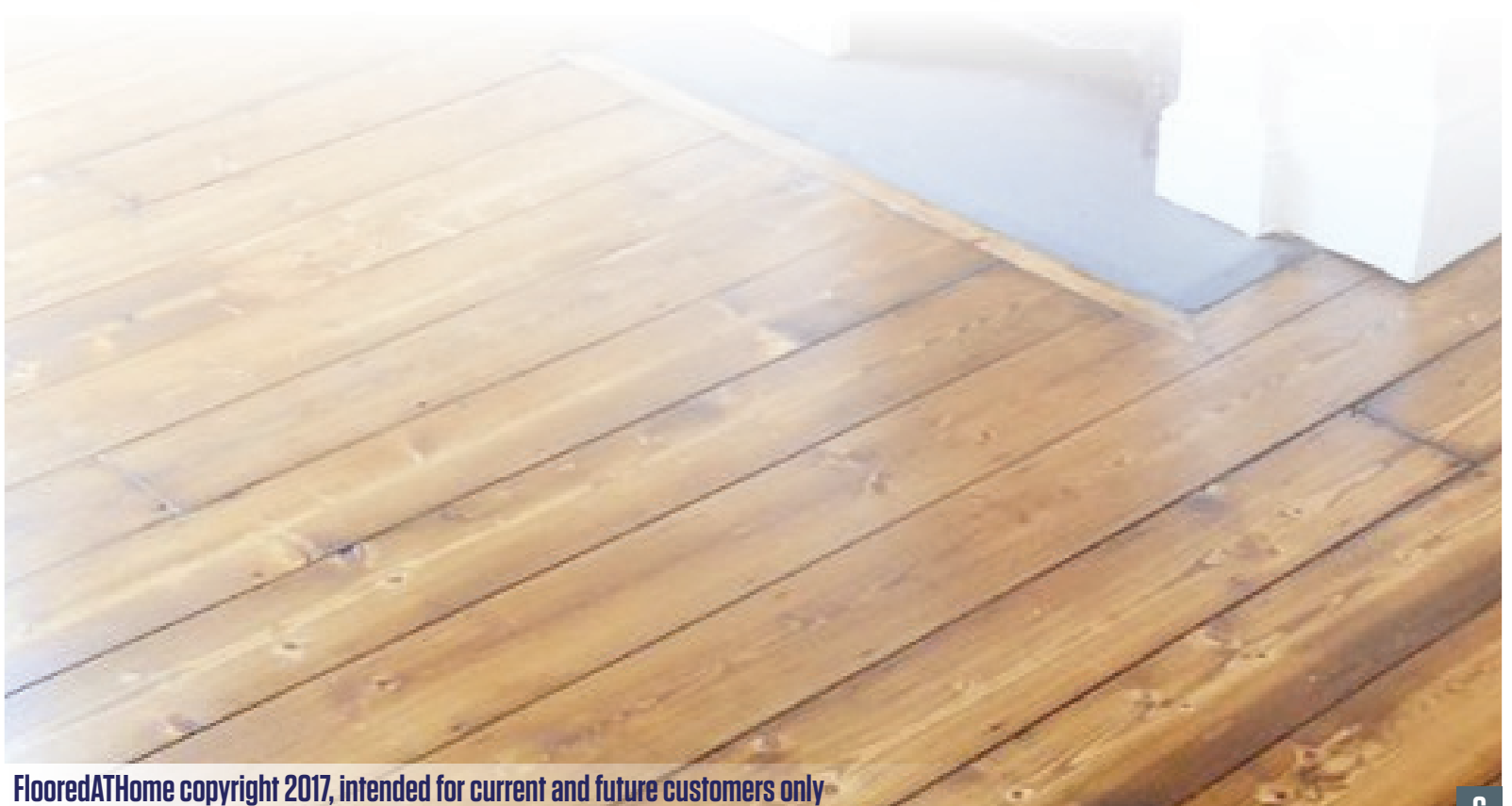
### Hardwood color changes

Hardwood floors can change color over time due to a natural wood reaction to light or air or due to the finish aging. FlooredAtHome is not responsible for changes in the color or gloss level. Please note that unlike oil-based finishes, some water-based finishes do not change color over time. Please note that typically the color of the floor under rugs and furniture will end up a different color than the hardwood that's exposed to light and air. The degree of color change will vary based on species and finishes used.



### Transitions

FlooredAtHome can install regular transitions for \$15 per linear foot if requested by the customer at least 2 days before the project is completed.



## REFINISHING PROJECT SPECIFIC GUIDELINES (DURING PROJECT)



### Stain samples

For refinishing projects, stain samples will be shown in the first 2 hours of the project unless otherwise agreed.

When stains are shown on sample boards or the actual floor, it is for indicative purposes only. FlooredAtHome is responsible for using the products listed on the contract, however the actual color of the floor may be different due to natural differences in the wood or the application processes.

As a general rule of thumb, the darker the finish, the more dirt and imperfections (e.g. scratches) will show up.

If FlooredAtHome needs to match the color of the existing floor, FlooredAtHome will try to match that as closely as possible but the level of matching is not guaranteed.



### Finish shine options

For oil-based polyurethane the Customer has a choice of Satin, Semi-gloss, and High gloss.

For water-based finishes, there is a choice of Matte, Satin, Semi-gloss, and High Gloss for most product lines.

When the shine level is shown on a sample board, it is for indicative purposes only. FlooredAtHome is responsible for using the products listed on the contract, however the actual shine of the floor may be different due to differences in the application process or product production batch variations.

As a general rule of thumb, the higher the gloss, the more future scratches/dents will show up.

If FlooredAtHome needs to match the shine of the existing floor, FlooredAtHome will try to create a match as close as possible but the level of matching cannot be guaranteed.

In general, oil-based polyurethanes can achieve a higher degree of shine than water-based polyurethanes.



### Large dogs/heavy traffic /kids not being careful with floors

If the household has dogs, frequent parties, kids throwing objects around or riding on toys around the house or anything similar, these are not considered normal household conditions and FlooredAtHome would recommend using the top commercial finishes for extra durability. The product used for the floor finish is always as per what is agreed to in the contract. Please note that with any hardwood, even if the best commercial products are used, with enough force being applied, damage will still occur (especially denting with active dogs).



### Ventilation/Temperature/Windows

Typically, the central HVAC system should be turned off during the sanding process to minimize the risk of dust getting into the duct system.

The temperature should be set to 70 degrees Fahrenheit during the finish application process. -FlooredAtHome requires the right to control the HVAC systems throughout the duration of the project. If the Customer is not available and the settings needs to be changed, FlooredAtHome will change the setting on HVAC systems without explicit permission from the customer. FlooredAtHome cannot be responsible if there are any malfunctions/damages as the result of HVAC system operating.

Windows should be open to let the air in and to help the drying process when it is not raining outside and when the homeowner feels safe to keep the windows open. FlooredAtHome is not responsible if there is water damage or if there are any intrusions due to the windows being left open. If this is a concern, windows should be kept closed.

### **Gaps & Putty**

FlooredAtHome will fill small holes/cracks but there are no guarantees as to which cracks are filled and which ones are not unless specified in the contract. Per NWFA guidelines FlooredAtHome will not fill seasonal gaps between boards (on the side of the boards) unless specified in the contract. If it is specified that FlooredAtHome will putty the floors, FlooredAtHome still does not provide a warranty on the putty or other products such as a mixture of dust and wood flour cement. The filler can come out over time due to the floor expanding and contracting. If there are specific gaps along the boards that customer wants to address, FlooredAtHome can go over the option of inserting wood slivers for additional charge in certain areas if this is raised before the project start.

Holes in top nailed floors will not be filled during refinishing projects unless otherwise specified in the contract.

### **Pet/Water stain removal**

If the flooring has pet or water stains, often time the stains will not come out from refinishing the floors. The Customer can choose to have the damaged wood strips replaced as part of the contract for \$25 per board for material (standard species up to 3 ft. long) and labor with the rate reduced if the repair is over 10 SF. Please notify FlooredAtHome if you want boards replaced when deciding on the project scope and before contract finalization. The Customer can also make the decision during the first two hours of the project after the first sanding pass is made for the Customer to see the extent of the wood damage. It is not the responsibility of FlooredAtHome to wait for the Customer to check the floors after the first sanding pass.

For this option to be chosen, advanced notice must be given to FlooredAtHome.

Please note that the new wood and the old wood sometimes do not perfectly blend in color and grain pattern, especially when the existing hardwood in the house is very old and when a stain is not applied as part of the project.

### **Carpet lines**

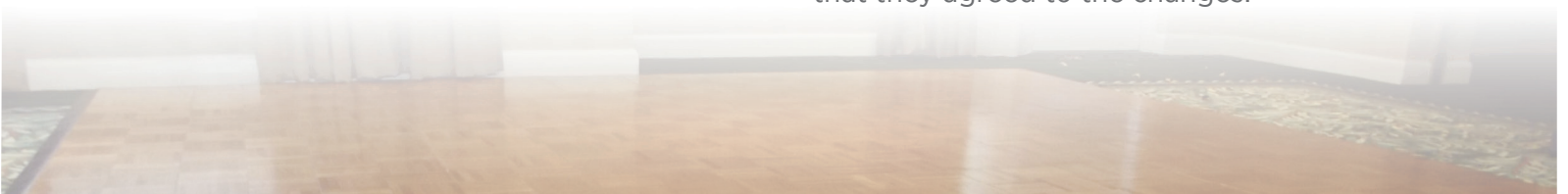
Sometimes there are deep cut black lines in the floor typically from carpet installers cutting padding during past projects. FlooredAtHome will work to remove those lines, but sometimes they are too deep and will not be removed completely. If it is critical to the customer that those lines come out, this needs to be stipulated in the contract as extra deep sanding might be required (up to 3x normal sanding), and other adjustments may need to be made to the sanding process (such as replacing boards).

### **Staples/Nail stains**

Please note that there are often small dark stains from the padding staples & tack strips that do not come out during refinishing. If this is a concern, the Customer can ask FlooredAtHome to discuss different options before the sanding is complete. Sometimes these black marks are not visible or they become worse when the floor is refinished due to a chemical reaction with the finish. FlooredAtHome is not responsible if this occurs. If a repair is requested to fix this unexpected issue, there would be an additional charge but at times a repair is not possible.

### **Unexpected repairs**

Sometimes it is not possible to know before the work is started if additional repairs are required. These could result in additional charges if the Customer chooses for the additional work to be performed. This can be due to floors being carpeted, furniture/rugs being in places prohibiting full up-front inspection or for any other reason. Before any additional repairs are performed outside of original work scope, amendments need to be added to the contract and for the Customer to approve via email that they agreed to the changes.





## Non-Oak Species Refinishing

Species such as Pine, Douglas Fir, Maple, Ash and many other non-oak species often do not take stain or finish evenly. The finished product can look uneven, blotchy or rustic which some people really like and others do not.

Also, especially with soft species (such as Pine and Douglas fir), it is common that a lot of imperfections won't disappear with refinishing. For example the old rug outline typically stays there. Also some new imperfections and spots or dots might show up due to the nature of the wood after refinishing. FlooredAtHome shall not be responsible if these species look blotchy or have old or new imperfections that remain.



## Thin top wear layer

If the top layer of the floor is thin or cracked or there are blind nails that are now coming through, there is a chance that with sanding, the issue will worsen. The floor boards may become looser and/or the cracks may become larger. In this scenario, board replacement might be recommended. FlooredAtHome is not responsible if that happens unless board replacement is part of the contract. FlooredAtHome will make an attempt to communicate this to the customer if it is identified that boards seem to be thin or cracked, however it is not the responsibility of FlooredAtHome to do so, nor can the failure to do so be held against FlooredAtHome. It is possible that the floor is too thin and board replacement cannot be completed. This would be the last time the floor could be refinished.



## Leaving lights on

Sometimes FlooredAtHome will leave the lights on as we need to see the floor when applying the finish and cannot walk across the wet floor to turn the lights off unless the light switch is at the entrance.



## Dust

With any flooring project there will be dust particles created. Please be aware that some clean-up will be required by the customer after the completion of the project unless the 99% dustless option is specified in the contract. For the 99% dustless sanding option, FlooredAtHome ensures that there is no dust left by a thorough post project examination.

If there is any dust identified, FlooredAtHome will arrange for professional cleaning at no additional charge.

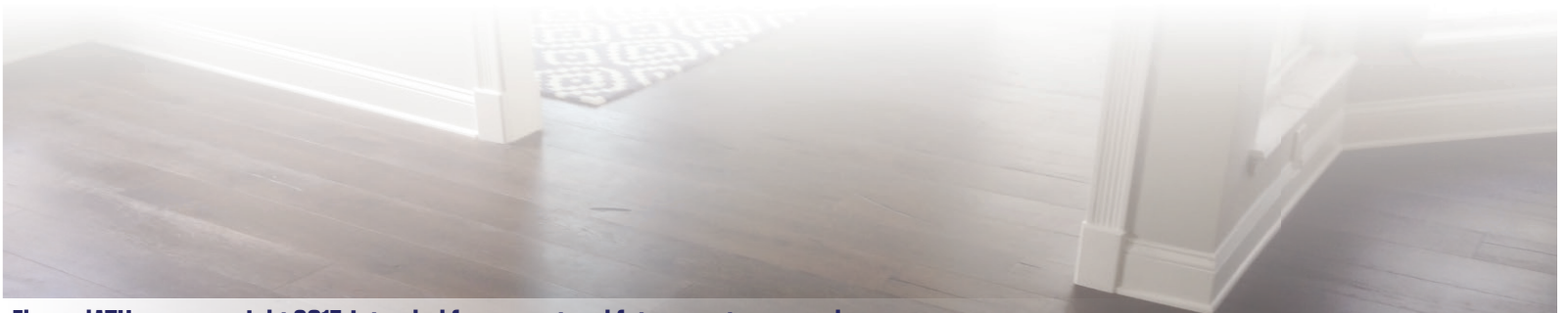
FlooredAtHome is not responsible for any damage to the premises or any injury to any person resulting from the dust.

Even without the 99% dustless options, FlooredAtHome takes extra caution to limit the dust through the following steps:

1. Sealing off with plastic tarping areas that are not part of the project scope + sealing the doors with blue tape.
2. Covering with plastic all cabinets/appliances during the kitchen refinishing.
3. Sealing off all ventilation openings so that dust doesn't get into the HVAC systems.
4. FlooredAtHome machines are very new and have great dust containment built into them.

Please note that we do not cover light fixtures with plastic (unless otherwise agreed in the contract), as it would present an extreme fire hazard.

5. For machines that don't have dust containment built in, we have external vacuum units attached.
6. Vacuuming thoroughly throughout the whole process to ensure superb sanding and finishing.



## Waxed Floors

In very rare instances old floors have been waxed too many times to the point where the wax has penetrated deep into the wood. In this scenario, the refinishing process might fail as the stain/finish will not adhere properly. In that scenario, FlooredAtHome can paint & finish the floor for no additional charge. FlooredAtHome is not responsible for any other solutions (such as installing a new floor).

## Consistency in Staining

With the natural variation in wood, some boards will take stain differently than others. It is possible that some boards will end up lighter or darker than others. FlooredAtHome ensures that a consistent stain process is followed, but cannot guarantee if the color has variation due to natural properties of the wood.

## Buffing and Re-Coating

With buffing and re-coating a floor, only the top layer of the finish is abraded and as a result only light scratches and scuff marks will be removed. FlooredAtHome does not guarantee which scratches will come out and which ones will remain. Also, the FlooredAtHome Warranty doesn't apply for a buff and re-coat.

If the floor has been waxed, or polish/shine products have been used, a deep clean will be required before a buff and re-coat can be done. The Customer is to notify FlooredAtHome if they are aware of such products being used. Sometimes it is not possible to know in advance if a deep clean will be required. There will be an additional 65 cent charge per square foot for the deep cleaning. In rare instances, a deep clean doesn't work and a full refinishing will be required. In this case full refinishing charges will apply. Note: FlooredAtHome will perform a small sample on the floor to limit the risk of surprises but in rare instances it is not possible to know until the process has started.

# REFINISHING PROJECT SPECIFIC GUIDELINES (POST PROJECT)

## Floor inspection

Per NWFA guidelines, inspection of finishes should be done from a standing position (five feet up and two feet away) with normal lighting. Glare, particularly from large windows and flood lighting, magnifies any irregularity in the floors and should not determine acceptability. If there is an irregularity and an agreement cannot be made between FlooredAtHome and the customer in terms of issue root cause/responsibility, an independent NWFA auditor will perform a review. The cost of NWFA auditor will be split 50/50 between the Customer and FlooredAtHome.

## Base molding

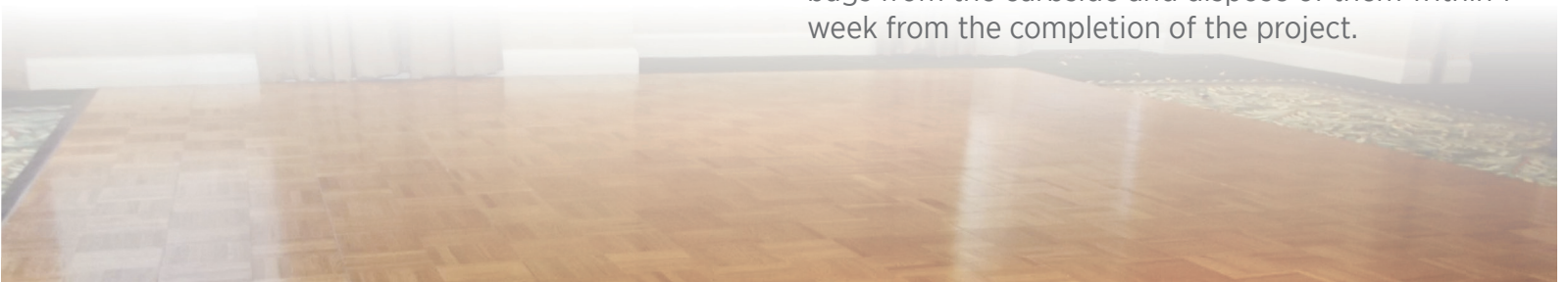
It is possible that the base moldings & staircase trim (risers, stringers, spindles, etc.) could be damaged or stained as a result of the project and a touch up by the customer or a painter is recommended. FlooredAtHome is not responsible for such damage.

The Customer can request base molding, stair trim to be covered with blue tape for an extra charge to be included in the contract. The blue tape helps lower the risk of damage, but it is not guaranteed to be effective.

Sometimes when carpeting is removed, there are gaps between the base-molding and the floor for which FlooredAtHome cannot be held responsible. The Customer can request that FlooredAtHome install quarter round or shoe molding for standard rate of \$1.99 per linear foot for material (primed white pine) and labor before the project has been completed which shall be reflected in an amendment to the Contract.

## Dust bags disposal

FlooredAtHome will remove dust bags from the premises free of charge. Sometimes there is no room in the truck and therefore the Customer agrees that in such cases FlooredAtHome will pick up the dust bags from the curbside and dispose of them within 1 week from the completion of the project.





## VOC's/Ventilation

New flooring or refinishing can emit fumes which some people may be sensitive too or may find to have an unpleasant odor. Please ventilate any areas of new installation with fresh air for at least 48 hours before use or until any noticeable odor dissipates.

Oil-based polyurethane odor can sometimes linger in the house for up to 3 weeks after the project is completed. If that's a concern, FlooredAtHome recommends choosing a water-based finish or other low VOC option such as a hardwax oil.

As a note, oil-based polyurethane has ~550 VOC; water-based finishes are ~100 VOC to ~250 VOC. It is the Customer's responsibility to determine the tolerance level for people and animals in the house to determine if premises need to be vacated during and after the project. Water-based products have lower VOCs and also cure ~90% after 3 days and therefore would be a healthier option.



## Refinishing Drying Time/Not Allowed to Walk on Floors Period

After oil-based stains, water-based stains, reactive stains, aniline dyes, bleaches, chemicals or any other treatments are applied, walking on the floor is not allowed until the following protective top finish coats are completed and dry as footsteps could leave marks and create irreversible issues. Stain drying time can vary from 1 hour to 24 hours based on stain color and temperature/humidity conditions. Other treatments could take as long as 36 hours to dry (such as in the case of fuming the floor) before finish coats can be applied.

If part of the contract included water-popping the floor, walking on the floor is not permitted after water popping is completed as footsteps could leave initially invisible marks that may show up after the floor is treated/stained. When water-based polyurethane is used, the Customer can usually walk in socks 3 hours after each coat of finish is applied.

Please carefully check the floor with your hand to make sure that the floor is completely dry before walking. Drying time can vary from 20 minutes to 6 hours based on the product used and the temperature/humidity conditions.

When oil-based polyurethane is used, the Customer can usually walk in socks 12 hours after each coat is applied. Please carefully check the floor with your hand to make sure that it's completely dry before walking. Drying time can vary from 6 hours to 48 hours based on the product used and temperature/humidity conditions.

For animals, especially large dogs, it is recommended that the animals stay off the floors for a period of 1 week (and ideally longer with oil-based polyurethane).

Please make sure not to use any tape on the floor as there is a risk that it will take off finish. FlooredAtHome cannot be held responsible if there is damage due to using tape on the floor for any reason. Please make sure to close off working areas from animals, kids, and unaware visitors.

If damage occurs and FlooredAtHome is asked by the Customer to come back and fix the damage soon after the project is completed as a result of the Customer not following these guidelines, a spot repair may be possible and will cost an estimated \$200 (please note that sometimes spot repairs will not blend in perfectly). If damaged occurred to an extended area, the entire area may need to be re-coated following standard FlooredAtHome pricing for 1 coat of finish and based on the square footage.

It is the responsibility of the customer to use the above as a guideline, and to always check the floor to ensure it is completely dry before walking. FlooredAtHome is not responsible for damage caused as a result of using the floor after the completion of the project and/or non-compliance with these guidelines. Additionally, if any damage occurs which is caused by the customer during the project, and the customer wishes to have it fixed, additional charges will apply based on the extent of the fix.





## Furniture & Rugs

With water-based polyurethane, furniture can sometimes be put back as soon as 24 hours but ideally 72 hours after the project.

Rugs should not be put back for 1 week. Please be careful with the floor and use felt pads under the furniture as the floor will not be fully cured for up to 7 days. These felt protectors should be checked periodically and replaced when worn. Avoid protectors that are plastic.

With oil-based polyurethane, furniture can be put back into place 72 - 96 hours after the last coat. Rugs should not be put back for 3 weeks.

Please be careful with the floor and use felt pads under the furniture as the floor is not fully cured for up to 3 weeks. These felt protectors should be checked periodically and replaced when worn. Avoid protectors that are plastic.



## First Cleaning

Do not clean floors until 100% cured. The floors can be cleaned for the first time 1 week after the project if water-based polyurethane was used (~100% cured after 1 week). Floors can be cleaned 3 weeks after the project if oil-based polyurethane was used (~100% cured after 3 weeks). Please be careful with the floors during the curing process as the floors are more susceptible to scratches.

# INSTALLATION PROJECT SPECIFIC GUIDELINES



## Acclimation Requirements

For new installations, hardwood should be delivered to the Customer at least 72 hours in advance of the project's start date. The wood needs to be placed in the same area where the work is to be performed. The temperature should be set at 70° Fahrenheit. If the wood is dropped off with less than 72 hours, the installation can still be performed if the moisture readings are within the allowed range. The interior humidity needs to be between 30% and 50% or as specified by the flooring manufacture (sometimes between 35% and 55%).

For plywood subfloors, FlooredAtHome will test the hardwood before installation to ensure that it is within 4% moisture of the subfloor for 2 ¼" wood and 2% for wider boards.

If the level is breached, the project will be postponed and rescheduled in order for further acclimation to take place. There will be no additional charge for rescheduling provided the breach was not caused by the Customer. FlooredAtHome is not responsible for damages caused due to project delay.

For an old concrete subfloor, FlooredAtHome will generally not test moisture unless specified in the contract. If it is a new building or the installation is below ground level or has any additional risks with regard to moisture, FlooredAtHome can perform a calcium chloride test for \$100 (requires testing kit and extra trip to set the test).

To provide extra precaution over concrete, FlooredAtHome uses adhesives that have up to 90% RH protection or underlayment moisture barriers with up to 100% moisture protection unless otherwise specific in the contract.

-In order to limit the risk of moisture problems, the floor must be installed at least 30 days after the concrete subfloor has been installed for new construction. Additionally, only glues rated with a high moisture barrier will be used or a separate moisture barrier will be applied depending on the conditions of the contract.



## Base moldings

If prior base molding is removed and re-attached, the molding and paint/drywall at the lower end of the wall can crack or chip. It is also possible that the old base-molding can break when removing/re-attaching. FlooredAtHome is not responsible if such damage occurs.



There will be an extra charge if prior base molding needs to be replaced. Sometimes base moldings cannot be partially replaced as the same match cannot be found. FlooredAtHome is not responsible if the broken base-molding cannot be replaced. If this is a concern, FlooredAtHome recommends installing quarter round at the bottom of the existing base molding so that there is no risk of base-molding & paint being damaged.

If FlooredAtHome is installing new base molding or quarter round molding, there may be nail holes and gaps between the wall and the moldings. FlooredAtHome recommends that a painter caulks and touches up or paints the base moldings after the floor is installed.



### **Subfloor Work/Floor Squeaking**

The Customer agrees that leveling or subfloor work is not included unless specified in the contract.

When the floor is not flat, and the customer decides not to have FlooredAtHome level the floor, the warranty from the flooring manufacture will most likely be voided. FlooredAtHome is not responsible for product or installation failure if the Customer opted out from leveling/subfloor work when the subfloor is not flat (Note: the determination of flatness requirement is stated in each flooring manufacture installation document).

If the subfloor is loose, FlooredAtHome will re-secure the subfloor with additional screws as stipulated in the contract. However, sometimes the squeaking will still remain due to being a thin or old subfloor. Subfloor replacement is not part of regular work scope unless specified in contract.

If full leveling is part of the scope, FlooredAtHome does not guarantee that the floor will be bubble level, but that it will be flat within NWFA guidelines.



### **Cutting Areas**

The Customer can choose to have a designated area where the wood will be cut. It can be outside if the weather permits (not below freezing temperature, rain/snow) and if it is not further than 25 feet from the installation area.

Otherwise wood will be cut inside and vacuumed by FlooredAtHome after the project.



### **Crawl spaces**

In order to avoid moisture issues, the Customer is responsible to ensure that all crawl spaces are insulated properly. Specifically, the NWFA requirements are as follows:

1) Crawl space earth (or thin concrete slab) should be covered 100 percent by a vapor retarder of black polyethylene (minimum 6 mil) or puncture-resistant membrane.

2) Where a proper ground covering is in place and when venting is required by local building codes, the crawl space should have perimeter venting equal to a minimum of 1.5 square feet per 100 square feet of crawl space square footage, unless local building codes differ from this specification. For crawl spaces without ventilation openings, vapor retarder joints must overlap a minimum of 6 inches and be sealed or taped. The vapor retarder should also extend at least 6 inches up the stem wall and be attached and sealed to the stem wall. Continuously operated mechanical exhaust and perimeter wall insulation or conditioned air supply and insulation must be provided.

If the crawl space is not properly insulated, the floor could fail due to potential excessive moisture.



### **Top nailed boards next to the wall**

Floor boards next to the walls can have top nails that are visible. Also top nails on stair-noses are sometimes needed. A putty is applied over the nails to have the areas blend with the floors, however FlooredAtHome cannot make any guarantee as to the closeness of the match. When possible FlooredAtHome will glue these boards to avoid top nails but other times they are needed to provide extra security/tightness.



### **Floating engineered or laminate floors**

Floating floors may result in the floor having a bounce or “give” when walked on. FlooredAtHome does not guarantee the level of “give” that the final product will have. If this is a concern, it is recommended that an engineered floor be used and a glue down or nail down installation be completed.





## Unexpected work scope

Sometimes it is not possible to know before a project starts if additional work will be required as such additional work may only become known once the project commences. Below includes, but is not limited to, instances when this can happen:

Identifying after the existing floor is ripped out that the existing subfloor is damaged to the point where replacement or skim coating is required for proper installation.

After furniture is removed and carpet is ripped out, it is identified that the subfloor is not level and requires leveling for proper floor installation.

If such unexpected work is identified after the project starts, FlooredAtHome shall immediately notify the Customer of the unexpected work and FlooredAtHome shall be entitled to an amendment to the contract reflecting the additional work required and an equitable adjustment of the contract price reflecting such unexpected work. Such an amendment shall become a part of the contract which must be either signed or confirmed via email. If the Customer disagrees with the equitable adjustment, the parties agree to use good faith efforts to resolve the disagreement.

If the parties cannot resolve their disagreement concerning the appropriate equitable adjustment in a reasonable amount of time, either party has the right to terminate the contract and the Customer shall pay FlooredAtHome for the work performed.

## Wood Visual Variation

Wood flooring is a natural product and as a result there are variations in color, tone, character and grain between different the boards. FlooredAtHome can provide education on different grades, saw cuts and product lines. If the Customer is concerned that there is too much or too little variation, it is the Customer's responsibility to ensure that they are satisfied with the grade of unfinished or pre-finished product they selected before the project begins. FlooredAtHome is responsible to install the product specified in the contract. The Customer should also open several boxes or bundles when the wood is acclimating to ensure that the product that is delivered meets their expectations. If the Customer chooses to switch to another product, re-stocking and delivery fees will apply.

## FLOOR MAINTENANCE RECOMMENDATIONS

### Basic Cleaning Instructions

The floor should be cleaned every 1 to 2 weeks. The floors should often be first cleaned with a broom to sweep away sand, dirt and any abrasive material. After sweeping a static floor cloth mop (a terry cloth type hardwood floor mop/microfiber mop) should be used in combination with a proper cleaning product. FlooredAtHome recommends using Bona Hardwood cleaner.

Here is a quick floor care video: [https://www.youtube.com/watch?v=Cv\\_Qz2Y9sbw](https://www.youtube.com/watch?v=Cv_Qz2Y9sbw)

Warning: If the floors are not cleaned regularly, the dirt will act like sand paper and will wear through the finish much faster.

### 10 Key Recommendations

1. Do not use ammonia-based cleaners, wax-based products, detergents, bleaches, polishes or other acrylic based products, oil soaps, abrasive cleaning soaps, or acidic materials like vinegar. These products will generally reduce the life of the floors and it will also require additional steps and cost for future re-coating.



2. Don't use any steam cleaners on the floors.
3. Do not wet mop the floor. Standing water could result in cracks, splits, cupping, warping, degradation of finish and leave discoloring residue.
4. Wipe up spills immediately.
5. Avoid walking on your hardwood floors with spiked or damage-heeled shoes. Also avoid stiletto heels on hardwood floors. A person weighting 125 lbs. and concentrating their weight on ¼ inch can exert 2,000 lbs. of pressure, which is 20 times greater than that of an elephant.
6. Keep animal nails trimmed to prevent scratches.
7. Please use breathable throw rugs inside and mats outside at every entrance and in front of the kitchen sink and stove.
8. Do not drag anything across the floor.
9. If you use a vacuum, make sure the vacuum has hard surface setting and doesn't have a beater bar.
10. Close window treatments during hours of direct sunlight and minimize excessive lighting wherever possible is recommended to help limit the wood color change.



## Humidity Requirement

Keep temperature and humidity at normal living conditions. No extremes of humidity or temperature.

There will be seasonal movement in the floor. To limit the movement and to prevent floor failure, the Customer is responsible for keeping proper temperature and humidity conditions throughout the year. The acceptable interior humidity range is 30% to 50%. If there is low humidity, spaces may develop between the boards as well as cracking and checking can occur. If the humidity is high the flooring can expand and buckle. Also, please note that the interior temperature should not be below 60° or above 80°.

FlooredAtHome recommends that Customers purchase a thermo-hygrometer to monitor interior humidity throughout the year if there is not a humidity reader inside the house already.



## Buff and Re-coat Maintenance

After a number of years if there are scuff marks, light scratches or slight wear through that starts to show, FlooredAtHome can come back and buff the surface and re-apply a coat of the finish. A lot of times the floor will look new again and it will add an extra protection without having to sand and refinish the floors again.



## Rubio Monocoat Finish Care and Maintenance instructions

Clean a Rubio Finished Floor (Rubio Soap or Rubio Surface Care Spray) – First cleaning should be no sooner than 1 week after the project is completed.

1. Sweep, dust, or dry mop
2. Damp mop or wipe with water, sparingly
3. Damp mop with either:

Rubio Surface Care Spray (ready to use non-residue cleaner)

Rubio Soap (concentrated 66 parts water to 1 part soap)

Refresh the Finish (Rubio Monocoat Refresh ECO) – can be done anytime as needed

1. Clean the surface with RMC Soap
2. Spray RMC Refresh Eco on the surface area
3. Wipe the treated area dry with microfiber cloth
4. Walkable after 1 hour

Rubio Monocoat Refresh is a ready to use product that refreshes, restores and protects surfaces treated with Rubio Monocoat Oil Plus. It is used when the surface feels too dry or rough, or when the finish has worn off due to heavy traffic.

Renovate the Finish – recommended to be done 2 to 6 years after the project is completed

1. Abrade the surface with Maroon pad
2. Remove all dust from the surface
3. Apply Rubio Monocoat Oil Plus 2C (1500-2000 sq. ft. per liter coverage vs. ~455 sq. ft. coverage during initial application).
4. Remove all excess oil within 10 minutes

This should be done by FlooredAtHome.



# WARRANTY

## Project Duration

FlooredAtHome to keep the customer informed of any complications or questions during the project.

FlooredAtHome gives a guarantee that it will not charge more than the original contract unless the risk is listed in the contract or if the parties agree to amend the scope of work.

## Project completion

If the customer finds an issue with the work during the floor inspection, FlooredAtHome will come out and take a look at the issue. If the issue is caused by improper FlooredAtHome work or installation, FlooredAtHome will fix the issue for no additional charge. FlooredAtHome is not responsible for expenses incurred from the project delay.

## Warranty

For floor installations, when FlooredAtHome provides the product, FlooredAtHome guarantees that there will be no defects due to workmanship for 5 years from the date the installation was completed. If there is such a defect, FlooredAtHome will complete a repair at no cost to the customer. The guarantee will be voided if maintenance instructions or guidelines provided in this document are not followed or the Customer breaches any provision of the Contract. There is no warranty provided when the flooring product is provided by the customer. The most critical item from the maintenance instructions is to keep the interior humidity between 30 and 50% all year around.

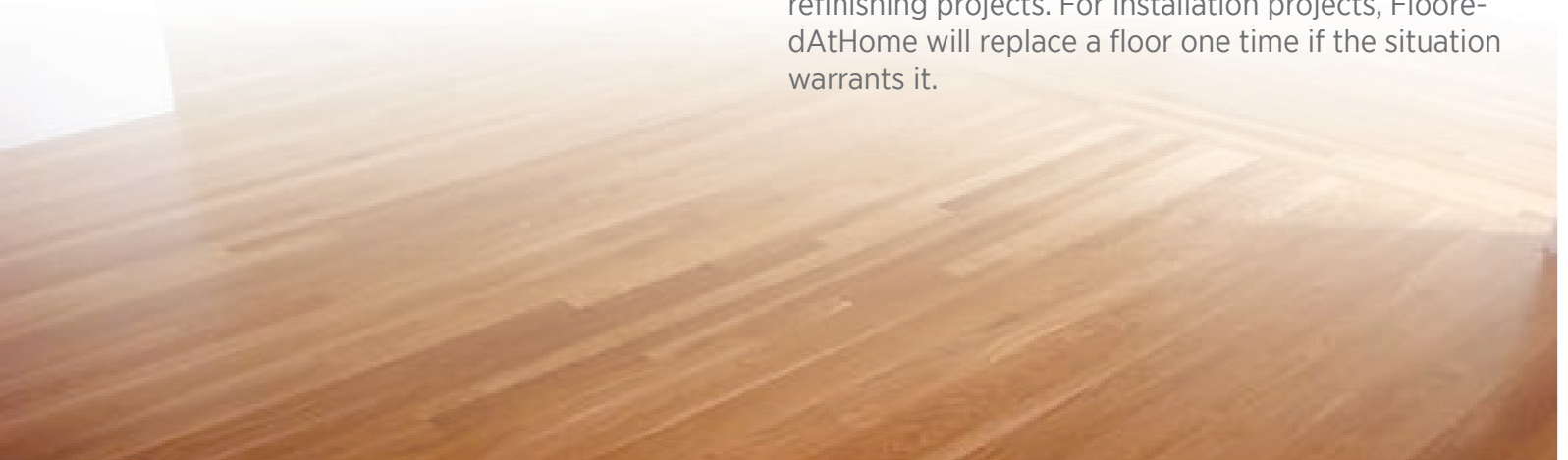
For floor installations, when FlooredAtHome provides the product, FlooredAtHome guarantees that there will be no defects due to workmanship for 5 years from the date the installation was completed.

If there is such a defect, FlooredAtHome will complete a repair at no cost to the customer. The guarantee will be voided if maintenance instructions or guidelines provided in this document are not followed or the Customer breaches any provision of the Contract. There is no warranty provided when the flooring product is provided by the customer. The most critical item from the maintenance instructions is to keep the interior humidity between 30 and 50% all year around.

For Sanding and Refinishing with both Oil-Based and Water-Based Polyurethane, FlooredAtHome guarantees for 5 years that the finish will not de-laminate or wear through (in more than 3% of the surface) due to normal reasonable residential use, or the flooring will be buffed and re-coated at no additional charge by FlooredAtHome. Scratches and scuff marks are not included. The guarantee will be voided if maintenance instructions or guidelines provided in this document are not followed or the Customer breaches any provision of the Contract. Furniture moves are not covered by the warranty. The warranty is voided if the Customer chooses to apply only 2 coats of polyurethane.

The Customer agrees that if a defect appears during the warranty period and the Customer decides to exercise the warranties described herein, FlooredAtHome will make such necessary repairs in accordance with the terms hereof. The Customer agrees that if the warranty is exercised, the Customer waives their right to make disparaging comments / statements concerning FlooredAtHome's work or reputation, including but not limited to leaving negative reviews on internet websites including Facebook, Twitter, Instagram, Angie's list, or any contractor review website.

FlooredAtHome agrees to perform a repair one time only. For refinishing, this can be re-sanding the entire floor if the situation warrants. FlooredAtHome will not replace a floor under any circumstances for the refinishing projects. For installation projects, FlooredAtHome will replace a floor one time if the situation warrants it.



## Other warranty disclosures

FlooredAtHome provides a warranty only on the service work performed not on the products themselves. For flooring product related claims, (unfinished and pre-finished) these should be filed with the manufacturers directly by the Customer. Please note each manufacturer has separate unique warranties. If the product failed due to improper installation, FlooredAtHome will provide the service and the product for free to the customer.

If any of the payments are not made by the Customer on time per the contractual agreement, the FlooredAtHome warranty is voided.

The warranty does not apply to hardwax oil finishes (such as Rubio Monocoat). Please see Rubio Monocoat maintenance recommendations for more details.

## FINANCIAL

### Price

The standard price quotes provided by FlooredAtHome to the Customer are valid for 2 weeks unless otherwise specified. Discounts, if offered, can be valid until specified times (for example on limited inventory products or discounts that are given due to scheduling availability).

If the item is not individually listed in the scope of work, it is not included in the contract.

After the contract is signed and the deposit taken, the price cannot be re-negotiated without the consent of both the Customer and FlooredAtHome.

Total square footage of projects exceeds actual room square footage to account for cutting, damaged floor pieces, irregular room sizes, layout and other factors for proper installation.

All prices that are based on plans or measurements provided by the Customer are subject to change in the event of any inaccuracies in those plans.

FlooredAtHome gives a guarantee that it will not charge more than the original contract unless a provision in the contract expressly authorizes FlooredAtHome to charge additional fees (e.g. rescheduling fees, etc.) or the parties agree to amend the contract.

### Deposits and Contract Execution

The Customer execution is considered full acceptance of all terms and conditions of this contract and is considered the “transaction date” for purposes of the cancellation provision provided herein. The Deposit must be paid at least twenty-four hour prior to the commencement of work. If the Customer does not provide such deposit, FlooredAtHome is not obligated to start work and has no obligations under this Contract.

For sand and refinish projects, a minimum of \$500 is required as a deposit.

For installations, the price of material is required as deposit.

### Payments

The Customer agrees and understands that the Customer will pay FlooredAtHome per the contractual payment terms set forth in this contract.

FlooredAtHome accepts checks payable to FlooredAtHome. FlooredAtHome will only accept credit cards if stipulated in the contract. FlooredAtHome also reserves the right to require certified checks for payments.

0% interest financing options can periodically be offered before contract signing.

Final payment is due when the project has substantial completion. Substantial completion is defined by the earlier of 1) space is ready to be used for its intended purpose 2) the date of the contractor's last item of work at the property.

### **Late Cancellation/Late Payments/Default**

The Customer understands that there are 3 business days after the signing of this contract to cancel this agreement. The Customer may cancel after three days but before work commences provided that the Customer will forfeit their deposit. If the Customer has placed a special order with FlooredAtHome and the Customer wants to cancel the special order after those 3 days, there will be a cancellation fee of 25% of the Agreement's purchase price. The Customer may not cancel after the work commences unless FlooredAtHome agrees in writing.

The Customer also agrees that if the Customer does not pay FlooredAtHome money owed when its due pursuant to the Contract, the Customer can be charged a late fee of 1.5% of amount owed for each month the money is owed and not paid. The Customer also agrees that if payment is returned unpaid by their financial institution, The Customer will be charged at additional \$25 or the maximum allowed by law. The Customer also agrees if the Customer defaults on promises under this agreement and FlooredAtHome hires an attorney to enforce this agreement that the Customer will pay FlooredAtHome reasonable legal fees and related expenses if FlooredAtHome wins the case.

### **General Release**

If any discount is given that's not part of the original contact, the Customer and FlooredAtHome are required to sign a General Release Form provided by FlooredAtHome. If the General Release Form is not signed, the full balance will be due.

## OTHER DISCLOSURES

### **Pictures**

The Customer grants FlooredAtHome permission to take before and after photos or videos of their property and worldwide perpetual and irrevocable right to reproduce, publish, display, exploit, edit, sublicense, assign and otherwise use Photos without restrictions in all media for any purpose. The Customer represents that they have the necessary authority to grant these rights without consent from others and will indemnify and hold harmless FlooredAtHome from any claims related to its use of Photos/Videos.

### **References**

The Customer agrees to allow FlooredAtHome to use their name and phone number as reference for future customers. The Customer to notify FlooredAtHome if they do not wish to be a future reference.

### **Installers**

The Customer understands that the installation of products sold by FlooredAtHome are provided by either FlooredAtHome installers or vetted, qualified, and experienced independent contractors that we have a long-term partnership with.

### **Mechanic's lien**

FlooredAtHome has the right to a legal claim against the Customer's property in case the payment for goods or services has not been made. This is known as a mechanic's lien.

### **Condensation and other Hidden or Hazardous Conditions**



Condensation, which can form on or within walls, floors or other surfaces (such as window panes), results from pre-existing conditions in a home. The Customer agrees that FlooredAtHome is not responsible for condensation or existing or developing spore or mold growth, which can be the result of condensation. The Customer agrees to inspect all work areas prior to construction being performed to ensure that there is no mold or mildew present and that if any such mold or mildew does exist, customer will have it cleaned up prior to FlooredAtHome performing services. The Customer agrees that FlooredAtHome is not responsible for the identification, detection, abatement, encapsulation, disturbance or removal of mold, asbestos, lead-based products, termites or other hazardous substances inside or outside of the home.

### **Extraordinary events**

The Customer understands that FlooredAtHome is not responsible for damages due to strikes, fires, accidents, floods, government actions or any other causes beyond FlooredAtHome's control. FlooredAtHome is not responsible for lost profits or a reduction in the value of property arising from a delay in FlooredAtHome performing work under this agreement.

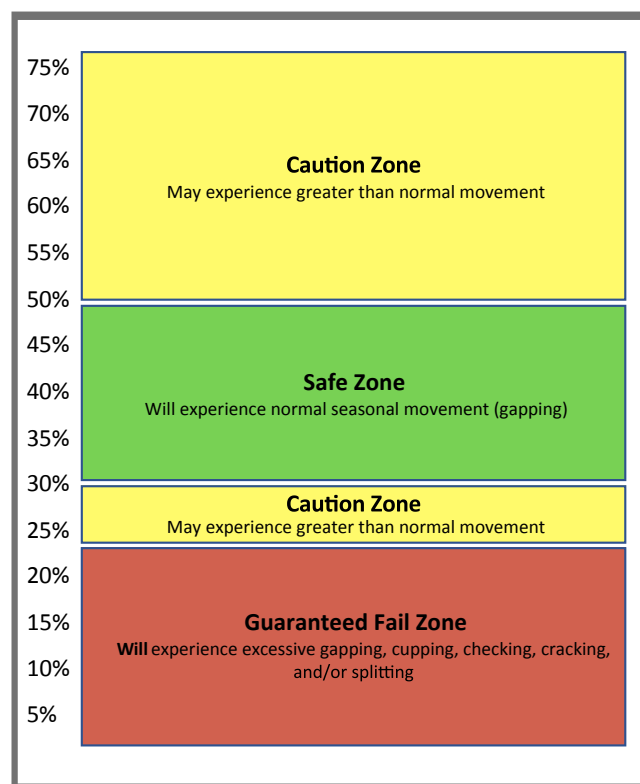
### **Accidental damage**

FlooredAtHome is not responsible for unintentional damage to landscaping, gas lines, electrical wiring, plumbing, telephone installations or to interior walls.

### **Contract**

The Customer agrees that this Agreement will be enforced under the laws of the state where the work is being performed. If any part of this agreement is determined to be invalid or illegal, then the Customer agrees that the rest of this agreement will still be valid and enforceable.

Both parties understand that this agreement and any included attachments make up the entire understanding between the Customer and FlooredAtHome about the work FlooredAtHome is doing. There are no other oral or written agreements or representations on which FlooredAtHome is relying. Both Parties agree that any change to this agreement must be in writing and signed by both parties.



## NOTICE OF CANCELLATION

..... (Date of Transaction)

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN THREE BUSINESS DAYS FROM THE ABOVE DATE.

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN TEN BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED.

IF YOU CANCEL, YOU MUST MAKE AVAILABLE TO THE SELLER AT YOUR RESIDENCE, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE; OR YOU MAY, IF YOU WISH, COMPLY WITH THE INSTRUCTIONS OF THE SELLER REGARDING THE RETURN SHIPMENT OF THE GOODS AT THE SELLER'S EXPENSE AND RISK.

IF YOU DO MAKE THE GOODS AVAILABLE TO THE SELLER AND THE SELLER DOES NOT PICK THEM UP WITHIN TWENTY DAYS OF THE DATE OF CANCELLATION, YOU MAY RETAIN OR DISPOSE OF THE GOODS WITHOUT ANY FURTHER OBLIGATION. IF YOU FAIL TO MAKE THE GOODS AVAILABLE TO THE SELLER, OR IF YOU AGREE TO RETURN THE GOODS TO THE SELLER AND FAIL TO DO SO, THEN YOU REMAIN LIABLE FOR PERFORMANCE OF ALL OBLIGATIONS UNDER THE CONTRACT.

**TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM TO FLOOREDATHOME AT 80 THEODORE FREMD AVE. RYE, NY 10580 OR EMAIL THIS SIGNED CANCELLATION NOTICE TO [installations@FlooredAtHome.com](mailto:installations@FlooredAtHome.com) NOT LATER THAN MIDNIGHT OF ..... (Date)**

**I HEREBY CANCEL THIS TRANSACTION.**

..... (Date)

..... (Buyer's Signature)