

## Vintage Floors Terms and Conditions

We try to complete each installation in a timely and professional manner. However, because conditions do vary with every job, we cannot guarantee specific hour of arrival or completion. Typical estimated arrival time is between 8:00 a.m. and 10:00 a.m. We are not responsible for ancillary or consequential damages or any other expenses (i.e. time lost from work, hotels, meals, inconvenience, etc).

1. **Dust/Cleaning:** We are not responsible for any dust that may accumulate during the prep and/or installation of your job.
2. **Materials:** All material is custom ordered by the carton. The amount is determined by an industry standard of actual square footage plus 10% waste. The waste factor on large format tile (ex. 20" x 20" or larger may be more than 10%). There is a five-box minimum on returns for ceramic tile, wood, vinyl planks and laminate per manufacturing return policy.
3. **Removing Baseboards:** If we remove and replace baseboards, we are not responsible for damages that occur or the repainting of baseboards. We do our best to remove them carefully, but some damage may occur.
4. **Paint:** Minor scratches or stain drops/overage may occur the course of installation. Vintage Floors is not responsible for touch up paint.
5. **Packing/Moving:**
  - i. **Carpet/Tile/Vinyl/Prefinished wood** - In preparing for our arrival, we ask that the customer disconnect and remove electronics and/or smaller items from work area. This includes books from bookshelves, lamps and other breakables, soft goods from beds, loose items in dresser cabinets, hung clothing touching the floor, etc. We will remove main furniture pieces with the exceptions of pianos, grandfather clocks, sleep number beds, water beds, exceptionally large furniture, and fish tanks.
  - ii. **Site finished wood** – Work area must be empty of all furniture and appliances.
6. **Plumbing:** We do not hook up gas appliances or water lines.
7. **Float:** Some floating (floor leveling) is expected and included in the estimate price. Extensive float is not included in the bid. We will not know to what extent your floors need to be floated until the existing floors are removed. Your final balance could increase if your floors need to be floated, and you will be notified of that in advance.

Additional Terms and Conditions pertaining to Site Finished Wood floors.
8. **Color:** Color selections for unfinished hardwood floors will be chosen and signed off by the customer. There will be color differences if new wood is added to patch an existing floor, or if a new floor is placed next to an existing floor. We cannot guarantee an exact match to an existing floor.
9. **Scrape:** A floor with a hand scrape may not be able to be sanded smooth without the previous scrape still showing in the final product. There is no guarantee previous hand scrape will not show through.
10. **Finish:** In cases where new flooring abuts existing flooring, the new finish will likely not match exactly. Finish changes color over time, and the product used to finish the floor may be different or have a different formulation
11. **Final Coat:** In circumstances where the final coat is held off until additional work can be completed by other contractors, there is a high probably of damage occurring (ex. Scratches, paint over spray, spills, etc). Imperfections in the finished cause by damage or negligence of other trades is not the responsibility of Vintage Floors.
12. **Climate Control:** HVAC systems must be operating a minimum of 5 days prior to the delivery of the flooring material. Wood should acclimate in the location for 5 to 7 days prior to installation (unless using sealed wood). HVAC systems should continue to operate after installation and through the sanding and finishing process. The temperature range should be between 60 and 80 degrees, and the relative humidity should be maintained between 30% to 50%. Temperature and humidity control should be maintained throughout the lifetime of the floor, including any extended periods when the house is unoccupied. (see Moisture below)
13. **Moisture:** Hardwood floors (solid or engineered) are susceptible to environmental conditions. High or low humidity and moisture on or under the floor can cause gaps (shrinking) or cupping (swelling). The floor will be flat when the job is complete. Vintage Floors is not responsible for cupping or gaps that occur after the sanding and finishing is completed.
14. **Electricity:** Power must be on and there must be a working 220v connection at the site. If 220v is not available, a generator will have to be rented at an additional charge.

Acceptance of the price, specifications, and installations listed on the estimate include acceptance of the above terms and conditions. Payment will be made as outlined on the estimate. Generally, an approximate 65% deposit is due upon approval of the estimate with the balance to be paid upon completion of the job. More extensive or longer jobs by include a draw schedule upon sections of work being completed. Any returns or cancellations after materials have been ordered will have a 35% restocking fee; however, there will be no refunds on orders over 30 days.

Failure to pay the final balance within 14 days will void any warranties.

The customer is responsible for reviewing the estimate to ensure the products ordered are correct. Workmanship is warranted for 1 year from the date of completion. Materials are warranted according to the dealer's warranty (if any).