

Customer Preparation Checklist

Getting Ready for Your New Floor with Amazing Floors

We're thrilled to help you transform your space with beautiful new flooring! This checklist is designed to help you prepare for a smooth and efficient installation process. By outlining key steps, from access requirements to post-job care, we want to ensure everything goes as planned and that you're completely satisfied with the result. Our goal is to make this experience as seamless as possible, so take a moment to review these details and let us know if you have any questions. We're excited to get started and can't wait for you to enjoy your new floor!

ACCESS

- Property must be unlocked or accessible via key or lockbox.
- Driveway must be kept clear for crews, materials, and equipment.
- A 220V outlet (typically behind your stove or dryer) is required for sanding.
- The electrical panel must be accessible in case breakers trip.

PREP

- Disconnect all appliances (gas/electric/water hookups) if they need to be moved. Customer is responsible for reconnecting.
- Customers will need to arrange for toilet removal. If you'd like help, we're happy to refer you to one of the reliable plumbers we work with.
- Indoor temperature must stay between 60–80°F with relative humidity between 35–55%.
- Remove radiator covers if possible.
- Sweep floors thoroughly and remove nails, screws, coins, etc.
- Mask off items left in the work area and any open doorways.
- Any prep work not completed by our arrival will be completed by our team if possible and billed hourly unless otherwise stated in your contract.

- We kindly ask that pets are secured during installation so our team can focus on your flooring project.

EXTRA SERVICES WE CAN OFFER

- Floor removal/demo: If you choose to remove your own flooring, do so at least one day before installation. Additional subfloor work may be required depending on conditions.
- Furniture moving: All furniture, wall décor, electronics, and personal items must be removed from work areas. We do not move antiques, fish tanks, electronics, or unusually heavy/delicate items. Customer to remove breakables off of walls.
- Trim removal or touch-up: Trim may need to be removed and reinstalled. Sanding may leave marks along trim. Ask about new trim replacement packages if needed.
- Additional rooms: Ask about adding more areas. We offer Carpet, Vinyl, Tile, Hardwood, Refinishing & more.

REMINDERS

- Floor finish fumes can be strong; ventilate space or consider vacating if sensitive to odors.
- Pet stains, water damage, or sun discoloration may not fully sand out. Board replacement may be required at added cost.
- Dust is expected on all jobs, even with containment systems. Additional dusting (walls, ceilings, etc.) will be required unless professional cleaning is added to your quote.
- Dust is flammable—do not store sanding debris near the home. We can dispose of it for a nominal fee.
- Demo work left incomplete (e.g., staples or tack strip) will be completed and billed hourly.
- Minor abrasions to trim, moldings, or walls may occur due to bulky material handling. We take care but cannot guarantee zero cosmetic impact.
- We are not responsible for damage to plumbing, HVAC, wiring, or other systems beneath or around the subfloor.

- Arrival windows vary. While we try to accommodate your schedule, exact start times are not guaranteed. Lockboxes available upon request.

ONCE JOB IS COMPLETED

- For water-based finishes: Wait 4+ hours before walking (socks only).
- For oil-based finishes: Wait 24+ hours before walking. High humidity may extend cure times.
- Wait 2–3 days before moving furniture. Use felt pads on all furniture. Pick up and place—do not drag.
- Wait 2 weeks (water-based) or 4 weeks (oil-based) before laying area rugs. Longer is better.
- Expect to dust floors, walls, and ceilings after project completion.
- Use only approved cleaners (we recommend and supply Loba). Do not use Murphy's Oil Soap, waxes, or petroleum-based products.

RETURN POLICY

Most materials are non-returnable. If accepted by the distributor, a minimum 30% restocking fee applies. Special-order, clearance, or cut materials are final sale.

FLOORING SPECIFIC NOTES:

REFINISHING

- Not all deep stains, scratches, or UV lines will sand out.
- Final color/stain may vary based on wood grain and lighting. Exact matches are not guaranteed.
- Dust is unavoidable and expected—even with professional systems. Post-project cleaning is homeowner's responsibility unless otherwise quoted.
- Trim may get marked by edge sanders; touch-up is the homeowner's responsibility.
- Refinishing is a craft, not a factory process. Small imperfections like bubbles, nibs, or sheen variation may occur and are considered normal.
- Worm holes, knot holes, and nail punch-outs are natural to wood and can be filled with wood filler.

HARDWOOD INSTALLATION

- Wood is a natural product. Grain, tone, and color variation are normal. Perfect matches are not guaranteed.
- Gaps or squeaks may occur due to subfloor conditions or humidity changes, which is a normal part of hardwood floor ownership.
- Minor scuffs, dimples, or surface marks from installation are industry-accepted and not considered defects.
- Baseboards and trim may need removal/replacement. Ask about our trim packages.
- Site temperature and RH must be maintained before and after install (60–80°F, 35–55% RH).
- Worm holes, knot holes, and nail punch-outs are natural to wood and can be filled with wood filler.

CARPET

- Seams are part of every carpet installation and may be visible.
- Roll crush (flattened pile) is common after shipping and usually resolves within a week.
- Subfloor imperfections may show through.

OTHER FLOORING TYPES

- Color/pattern variation is expected.
- Floating floors may shift or separate over time due to natural settling of the house. While we take every step to properly prepare and level the subfloor before installation, some movement can still occur. This may result in minor unclicking or shifting of the flooring over time.
- Some subfloor imperfections may telegraph through.
- Pressure-sensitive adhesives are designed to hold and release—edge lifting is common and manageable.
- Follow all manufacturer maintenance recommendations for long-term performance.