

UNIVERSAL GUARANTEE

GOLD WARRANTY - CARPET

CW Floors warrants the installation labor on residential carpet that is purchased and installed from CW Floors. The labor charges must be included on the original purchase invoice. The Gold Warranty covers repairs to the original purchaser for a period of five (5) years from the original date of installation. We will remake seams which gap, come apart, or ravel. We will restretch wrinkles and repair loosened transition materials. Damage caused by pets, abuse, taking carpet from tack strip or transitions (to run speaker, computer, or alarm wires), flooding, improper cleaning or attempts at non-professional repairs are excluded. This warranty is non-transferable. Replacement of carpet or pad is excluded. All warranty repairs are done at no charge for the term of the warranty.

Customer Signature

SILVER WARRANTY - CARPET

CW Floors warrants the installation labor on residential carpet that was purchased and installed from CW Floors. The labor charges must be included on the original purchase invoice. The Silver Warranty covers repairs to the original purchaser for a period of one (1) year from the original date of installation. We will remake seams which gap, come apart, or ravel. We will restretch wrinkles and repair loosened transition materials. Damage caused by pets, abuse, taking carpet from tack strip or transitions to run speaker, computer, or alarm wires, flooding, improper cleaning or attempts at non-professional repairs are excluded. This warranty is non-transferable. Replacement of carpet or pad is excluded. All warranty repairs are done at no charge for the term of the warranty.

Customer Signature

IRREGULARS

Any flooring product marked "irregular" is an exceptional value, but is sold "as is" with no warranty. Irregulars can have visual imperfections such as streaks in carpet, chips in tile, knots or worm holes in wood—just to name a few. Please ask your salesperson for more details or ask to inspect the flooring before it leaves our stores.

Customer Signature

SILVER WARRANTY - Hard Surface and Resilient Flooring

CW Floors offers a comprehensive labor warranty that covers real life issues for one (1) year.

Ceramic Tile / Natural Stone

We will repair cracked, chipped, or improperly applied grout. Please be advised that installing new grout may result in a shade variation due to different dye lots in grout. We will repair tiles that are loose, have hollow spots under them, or are installed out of square. This warranty applies to first quality tile only.

Wood / Laminate / Cork

We will repair wood planks that are loose, hollow underneath, or have gaps in joints that are not within industry standards. We will repair transition pieces that are loose or not installed properly.

Sheet Vinyl / Resilient / Vinyl Tile

We will repair seams, bubbles, or loose areas that are not properly adhered to the sub floor. We will repair any loose metals or transition pieces.

NOTE: All hard surface and resilient flooring must have baseboards or quarter round molding over the edge of flooring to keep vinyl from curling, and to cover expansion areas around the perimeter of the rooms. This warranty does not cover damage done by pets, abuse, water, flooding, shifting, or unstable slabs, or sub floors. Any work done by anyone other than an authorized CW Floors installation technician voids this warranty. This warranty covers labor only and does not provide for replacement of flooring. The original installation must be purchased along with the flooring from CW Floors.

Customer Signature

WARRANTY WORK

If you have a problem with your floor covering or installation, please call your sales representative. Please have your copy of the sales invoice number and the date of purchase. Our representative will set up a repair appointment, or a product inspection as needed.

PRE-INSTALLATION CHECKLIST

What you should know before the installer arrives

INSTALLATION SCHEDULING: CW Floors will schedule the installation of your floor covering on a date that is available by our installation department. A job may be requested as an A.M. job (installers are to arrive on the jobsite before noon), or a P.M. job (installers are to arrive on the jobsite after noon). We cannot guarantee a specific start time for installation. Your salesperson may give you an estimate of how long it may take to complete your installation, but circumstances may arise on the job that may take longer than estimated. Other factors that are beyond our control may delay completion. CW Floors will not pay for any work-time missed by the customer or any other monetary compensation for inconvenience.

Installation Job Site: Please ensure power will be available for electrical tools and adequate lighting is present at all times during installation. Please ensure the temperature inside the job site is above 65°. This is the ideal temperature for installation of floor covering materials.

CW Floors can disconnect gas lines to appliances and water lines to toilets, ice makers, and refrigerators if the order calls for this work to be done. **We cannot reconnect any gas or water connections or reset commodes.** You will need to contract with a licensed plumber to these reconnections. In bedrooms: please strip beds and remove all items from the floor of closets. Waterbeds must be drained by the customer.

Please be informed that it is your responsibility to remove and replace items subject to breakage such as pianos, organs, televisions, stereos, audio/ visual equipment, glass, marble, or slate dining table tops, pool tables, grandfather clocks, aquariums, safes, computers, ashtrays, vases, dishes, etc. Please remove cash, jewelry, and other valuables and put in a secure place. We are not responsible for removal and/ or replacement of audio/ video wiring or telephone, computer, or alarm wires installed along the perimeter of the floor or beneath the existing floor.

Sub-Flooring: There may be problems under your existing carpet or flooring which are not visible until that carpet or flooring is removed. If the problem areas are needed to be repaired in order for your new floor covering to be installed properly, there will be additional charges to you to pay for these repairs or floor preparation. Hidden problems are not covered by your original purchase agreement. Do not remove existing tack strip as its removal may damage the floor. Strips will be replaced as necessary. Please be informed; we do not cut doors for flooring clearance.

Removal of existing carpet or flooring will result in dust in your home. Be prepared to cover dishes, items or shelves, furniture, etc. CW Floors is not responsible for dust cleaning or for paying others to dust clean. Unless specifically mentioned in your invoice, installer(s) will take away and dispose of all old floor covering.

Carpet Installation: "ROLL MARKS" are shaded areas or lines across the width of your new carpet. These result from the weight of the carpet resting on itself during storage. These marks will disappear in time with normal traffic and vacuuming. During the cold, dry months; these marks may be particularly stubborn. If roll marks are still visible after 90 days, please call your salesperson. Color may not exactly match sample due to variations in dye lots. When carpet is rolled by the manufacturer, the yarn is tightly compressed. The carpet may not feel as heavy or as thick as the sample. The yarn will gradually relax and will actually feel thicker and heavier after a few days. This is a normal occurrence and is not a defect. Seams may be visible, especially in carpets that are tightly constructed berbers, and velvet plush. We cannot guarantee seams to be invisible due to the nature of seaming process and the materials used. We guarantee that seams will be made according to industry standards.

Resilient Flooring: You may notice some bubbles in your new resilient floor. This is normal and these bubbles should disappear within three weeks. If they persist beyond that time, please call your salesperson. Any sheet vinyl, vinyl tile or linoleum which has been installed for ten (10) years or longer may contain asbestos. If there is any question as to whether or not your existing flooring contains asbestos, we will not remove it. We can float over the existing flooring if it is in good enough condition. If removal of older flooring is necessary, you must contract with a certified asbestos abatement company to do the removal and disposal of the flooring. We are not responsible for squeaks, rot, or other structural problems in existing subfloors.

Woodwork & Walls: We will be very careful to avoid damage to your baseboards and other woodwork as well as walls while delivering and installing your floor covering. Scuffing of wood work may be unavoidable. We cannot be responsible for touch up which may be required. **Re-installing Quarter-Round Molding:** We will remove your quarter-round, but cannot be responsible for re-installation. Frequently, molding that has been installed for several years, cannot be satisfactorily re-installed and may break during removal. We will be as careful as possible.

I have received and read the pre-installation checklist and I understand and agree with its contents.

Customer Signature

We appreciate your business!

1. Purchaser agrees to pay interest on all past due accounts at the rate of Eighteen Percent (18%) per annum. If this account is placed with an attorney for collection; Purchaser agrees to pay Seller reasonable attorney's fees.
2. All accounts are payable at Seller's address (set forth above) **PAYMENT IS DUE AT THE TIME OF SALE, UNLESS OTHER TERMS ARE SET FORTH ABOVE.**
3. RETURNS: There will be a **30%** restocking charge for all cancelled contracts. You may return 5 or more unopened, factory-sealed cartons within 15 days of receiving your order. **NO RETURNS on Remnants, Trims, Moldings, or leftover Installation Supplies.**
4. Purchaser agrees to the following terms, conditions and other addenda:
 - a. Seller is NOT RESPONSIBLE for Purchaser's measurements and Purchaser agrees to indemnify and hold Seller harmless from any mis-measurement by Purchaser.
 - b. Purchaser acknowledges receipt of and Purchaser's agreement to the Pre-installation Checklist and Seller's Limited Warranty.

All claims, demands, and disputes, that may arise between the parties to this Agreement, of whatever kind or nature shall, upon the demand of either party, be submitted to binding arbitration, which shall be governed by the provisions of the American Arbitration Association (AAA) Construction Industry Arbitration Rules and the Federal Arbitration Act, 9 U.S.C., §1, et seq.