



Ceramic Detail - What to Expect

Thank you for your decision to purchase a flooring detail measurement from Lowe's. After your measurement is complete the information will be sent to the Store, and Lowe's will create a complete quote for your review. If you have any questions regarding the detail or installation, please contact Lowe's. Outlined below is important information about the installation process. It will help you understand what to expect before, during, and after your installation project.

Scope of work:

- Lowe's installation services do not include the removal of existing vinyl flooring.
- In some cases, a Lowe's Independent Contractor can install new ceramic over your existing surface, depending on the manufacturer's requirements. Some subfloor preparation may be required which could include new plywood and or new cement board.
- In all cases, the sub-structure must meet the Tile Council of North America's requirements. This may require additional plywood.
- Subfloors not level to manufacturer tolerances will need to be leveled, additional charges may apply if Independent Contractor performs this service.
- Pattern ceramic requires additional product for the pattern and additional labor charges. The contract price may include more product than actually will be installed based on the measured square footage of the project area. As a result, the contract price is calculated upon both the value of estimated goods required (including waste), which may exceed the actual square footage of the project area, and the labor which may be estimated based on the amount of goods required. These additional labor costs are not refundable once the installation services are performed.
- The Independent Contractor will review the grout joint width the customer desires.
- Polished natural stone tiles require unsanded grout so as not to scratch the stone during grouting.
- Lowe's and the Independent Contractor will work with the customer to determine specific requirements for countertop edge treatment and backsplash treatment.
- New molding installation may be required to hide the edges of new ceramic flooring.
- Interior wood doors may need to be trimmed after new flooring is installed. This service is available for an additional charge and may not be determined until after installation is completed. Metal doors cannot be trimmed by Independent Contractors.
- Please advise the Independent Contractor and Lowe's of any previous floor issues such as water leaks or damage.
- Unforeseen circumstances discovered once installation begins such as damaged subfloor, wet subfloor, pet urine soaked carpet, insect infested carpet, unlevel or uneven subfloors, termite damage can cause additional charges which must be approved by the customer and Lowe's and paid directly to Lowe's. Please refer to the Terms & Conditions of the Lowe's Installation Services customer contract for more information.

Furniture Moving:

- **If you have paid for this service**, the Independent Contractor will move normal household furniture (on the day the installation begins).
- Independent Contractors will not move certain items such as antiques, electronics, pianos, pool tables, waterbeds, aquariums, safes, pin ball machines, exercise equipment, etc.
- If additional charges apply for moving furniture, the Independent Contractor will advise the customer and the additional charges will be included in the quote from Lowe's.

Prior to day of install:

- Unless you have paid for optional services through Lowe's, you should make arrangements to have your furniture moved and existing flooring torn out and removed from all rooms receiving new carpeting prior to the day of installation.
- The area to receive new flooring must have climate control, power, adequate lighting, a minimum of 48 hours before and after installation. Please refer to the Terms & Conditions of the Lowe's Installation Services customer contract for more information.
- Unplug all items; disconnect and remove all electronics (computers, stereos, large screen TVs, VCR, DVD, etc).
- Clear closet floors up to 3 feet high, remove items under beds, bed coverings, lamps, knick-knacks, fragile, high value, sentimental value items and antiques.
- Remove glassware from china cabinets, remove books from freestanding bookcases and pictures from walls.

Day of Install:

- If you have paid for these optional services, the Independent Contractor will move normal household furniture, tear out and haul away your existing flooring. If you have not paid for these optional services, as stated on the customer contract, then you will need to make arrangements to have this done prior to the day of installation.
- An individual 18 years of age or older must be present for both the detail and installation.
- The Independent Contractor will verify correct new flooring with customer prior to starting job.
- Customer should identify any wiring (may be hidden) in the new flooring area (alarm, monitoring systems, home theater, etc).
- Customer should inform Independent Contractor if you would like to keep existing flooring and where to put it.
- Please ensure children and pets are not in the installation area during the installation.
- Potential exists for minor scuffing of baseboards/walls. (Note: scuffing will be worse with new paint.)

We look forward to serving you and strive to exceed your expectations. At the conclusion of the job, Lowe's will follow up to make sure the project was completed to your satisfaction. Your feedback is important to us. You will also receive a call from Lowe's asking you to rate your customer experience. Please take a few minutes to give us your feedback so that we can continue providing our customers with the best possible service. Thank you!



Wood and Laminate Detail – What to Expect

Thank you for your decision to purchase a flooring detail measurement from Lowe's. After your measurement is complete the information will be sent to the Store, and Lowe's will create a complete quote for your review. If you have any questions regarding the detail or installation, please contact Lowe's. Outlined below is important information about the installation process. It will help you understand what to expect before, during, and after your installation project.

Scope of work:

- Lowe's installation services do not include the removal of existing vinyl flooring.
- Lowe's installation services do not include installation of new laminate flooring or locking wood flooring over existing carpet or pad.
- The Independent Contractor will take moisture meter readings at the detail and installation stages to ensure moisture is within the manufacturer's specifications.
- Concrete subfloors require a moisture barrier designed for flooring.
- Crawl spaces must have a plastic vapor barrier in place before an installation begins.
- New flooring will need to acclimate in the room of the installation per the manufacturer's requirements. This requires the customer to purchase a Lowe's delivery prior to the installation date.
- An expansion gap is required at the perimeter of the room, at any poles, etc., to allow for normal movement.
- Subfloors not level to manufacturer tolerances will need to be leveled, additional charges may apply if performed by the Independent Contractor.
- Installation project may require additional product and additional labor charges. The contract price may include more product than actually will be installed based on the measured square footage of the project area. As a result, the contract price is calculated upon both the value of estimated goods required (including waste), which may exceed the actual square footage of the project area, and the labor which may be estimated based on the amount of goods required. These additional labor costs are not refundable once the installation services are performed.
- Interior wood doors may need to be trimmed after new flooring is installed. This service is available for an additional charge and may not be determined until after installation is completed. Metal doors cannot be trimmed by Independent Contractors.
- New molding installation may be required to hide the edges of the new flooring and cover the expansion gap.
- Please advise the Independent Contractor and Lowe's of any previous floor issues such as water leaks or damage.
- Unforeseen circumstances discovered once installation begins such as damaged subfloor, wet subfloor, pet urine soaked carpet, insect infested carpet, unlevel or uneven subfloors, termite damage, can cause additional charges which must be approved by the customer and Lowe's and paid directly to Lowe's. Please refer to the Terms & Conditions of the Lowe's Installation Services customer contract for more information.

Furniture Moving:

- **If you have paid for this service**, the Independent Contractor will move normal household furniture (on the day the installation begins).
- Independent Contractors will not move certain items such as antiques, electronics, pianos, pool tables, waterbeds, aquariums, safes, pin ball machines, exercise equipment, etc.
- If additional charges apply for moving furniture, the Independent Contractor will advise the customer and the additional charges will be included in the quote from Lowe's.

Prior to day of install:

- Unless you have paid for optional services through Lowe's, you should make arrangements to have your furniture moved and existing flooring torn out and removed from all rooms receiving new carpeting prior to the day of installation.
- The area to receive new flooring must have climate control, power, adequate lighting, a minimum of 48 hours before and after installation. Please refer to the Terms & Conditions of the Lowe's Installation Services customer contract for more information.
- Unplug all items; disconnect and remove all electronics (computers, stereos, large screen TVs, VCR, DVD, etc).
- Clear closet floors up to 3 feet high, remove items under beds, bed coverings, lamps, knick-knacks, fragile, high value, sentimental value items and antiques.
- Remove glassware from china cabinets, remove books from freestanding bookcases and pictures from walls.

Day of Install:

- If you have paid for these optional services, the Independent Contractor will move normal household furniture, tear out and haul away your existing flooring. If you have not paid for these optional services, as stated on the customer contract, then you will need to make arrangements to have this done prior to the day of installation.
- An individual 18 years of age or older must be present for both the detail and installation.
- The Independent Contractor will confirm the correct new flooring with customer prior to starting job.
- Customer should identify any wiring (may be hidden) in the new flooring area (alarm, monitoring systems, home theater, etc).
- Customer should inform Independent Contractor if you would like to keep existing flooring and where to put it.
- Please ensure children and pets are not in the installation area during the installation.
- Potential exists for minor scuffing of baseboards/walls. (Note: scuffing will be worse with new paint.)
- **Never wet mop a laminate or wood floor, it should only be cleaned with specially designed products for these floors.**

We look forward to serving you and strive to exceed your expectations. At the conclusion of the job, Lowe's will follow up to make sure the project was completed to your satisfaction. Your feedback is important to us. You will also receive a call from Lowe's asking you to rate your customer experience. Please take a few minutes to give us your feedback so that we can continue providing our customers with the best possible service. Thank you!

Print Name: _____

Signature: _____

Date: _____

Flooring DR, LLC – Your Flooring Specialist

Estimate Questionnaire

Customer Name:

P.O. #:

What PRODUCTS are to be estimated for?

Carpet:	Vinyl:	Wood:	Laminate	Ceramic/Stone
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What AREAS are to be included in estimate?

Living Room	Master Bedroom	w/ Closet	Master Bathroom	Office
Dining Room	Bedroom 1	w/ Closet	Bathroom 1	Laundry Room
Kitchen	Bedroom 2	w/ Closet	Bathroom 2	Hall / Foyer
Family Room	Bedroom 3	w/ Closet	Bathroom 3	Stairs
Bonus Room	Bedroom 4	w/ Closet	Half Bath	Other Closets
Media Room / Loft	Bedroom 5	w/ Closet		

What ADDITIONAL SERVICES are to be quoted for?

1. Removal & Haul Away of Existing Flooring?

Carpet	Vinyl	Wood	Laminate	Ceramic/Stone
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2. Move Normal Household Furniture?

3. Move Oversized Furniture?

List Furniture:

4. Is there heavily soiled carpet (water damage, urine, feces...etc)?

To Be Completed By Customer: Please Initial the Following

*Disclaimer: Estimator will not be able to provide any pricing information and/or square footage at time of measure.

_____ If you elect to remove existing flooring and/or household furniture, this must be completed **PRIOR** to Installer's arrival.

_____ Any oversized furniture that cannot be moved from installation area when fully assembled must be disassembled by Customer **PRIOR** to Installer's arrival.

_____ Additional charges will apply if Installer finds pet soiled areas, the job will be placed on hold and Lowe's will be notified of additional charges.

_____ Moisture Readings are an additional \$35.00 to go out and retake, if not within product tolerance or not able/required to be taken at time of estimate (Lowe's Sales Associate to verify).

_____ Floor Prep is estimated at one 25 Lbs. bag per 100 sqft (required for all hard surface installations), with Ceramic/Glue Down Wood removal requiring an additional 25 Lbs. bag per 50 sqft.

_____ Minor scuffing of baseboards and walls may occur during installation.

_____ Installation fees will be, and additional charges may be, based on total flooring recommended by the installer (based on the installer's assessment of unique characteristics of your project). The installer's recommendation will include waste and will exceed actual room square footage.

_____ All estimates will be returned to the originating Lowe's store within 48 business hours (Monday – Friday: 8am – 3pm, excluding holidays).

_____ Review completed estimates and diagrams thoroughly with your in-store Lowe's Flooring Sales Associate.

Please specify location you would like installer to Cut and Prepare materials:

If home is a Condo/Apartment, does the owner have permission to use location selected?

Comments:

Signature:

Date: