

## DETAILS | EXPECTATIONS | LIABILITIES :

### ESTIMATE:

The conditional sales agreement is an estimate only. A final invoice will be provided upon the completion of the project and will include all additional services if any were provided.

### PAYMENT SCHEDULE:

**1<sup>ST</sup> PAYMENT - DEPOSIT:** The deposit is due upon signing the agreement and prior to starting the project. The deposit is the sum total of all the material cost which is to be paid for prior to, or by material delivery day and 25% of the labor total to be paid in advance to secure the installation dates.

**2<sup>ND</sup> PAYMENT – LEVELING:** Requires 50% down of the total leveling estimate to be paid immediately and the remainder to be paid upon completion. Wall to wall leveling is done by <https://nextlevel-levelingvancouver.com/> a subsidiary of CMO Flooring, click [link](#) for more information.

**3<sup>RD</sup> MID MARK PAYMENT – IF THE TOTAL JOB IS OVER \$10,000 –** 50% of the outstanding balance to be paid at the project mid mark

**4<sup>TH</sup> – FINAL PAYMENT:** Will be remunerated upon completion of the project and satisfaction of a job well done. Maximum Holdback amount for touch-ups and minor deficiencies is 15% of the final payment. Once the project is completed, the final payment is due including all fees for additional services provided.

### FINANCING AVAILABLE:

We offer financing available NO INTEREST & NO PAYMENTS for 3-18 months, subject to a onetime 12.75% admin fee for any approved applications. Credit card payments are subject to an administration fee of 3%.

### PROJECT COMPLETION:

Baseboards will be installed ready for painting; filling and caulking are not part of installation (unless otherwise stated in this estimate). Our crew will make every effort to minimize the dust during the work and will do a basic clean up after completion, but it is to be expected there will be residual dust (flooring is renovation work). We will sweep and mop floor once as well as countertop as part of clean up. You should expect to do general cleaning once we are complete, especially if we are forced to cut inside as circumstances vary. In some circumstance's scuffs are unavoidable in which case touch-ups and any other cleaning is the responsibility of the home owner, unless it is due to our negligence in which case we will remedy the affected areas at our expense.

### SUBFLOOR PREPARATION:

Flooring should always be installed as per manufacture guidelines. Deficiencies in flatness will create excessive movement / hollow spots which can attribute to premature deterioration of the integrity of the floor.

**Patch Leveling:** will be charged at \$100/bag for the first five bags and \$75 each additional bag.

**Wall to wall leveling:** Will have the following fixed charges: \$500 Service FEE. \$200 for sealants and primer and \$55 per bag - this includes compound and labor. Wall to Wall Leveling in condos or apartment buildings will have an additional \$200 charge to cover and protect all common areas such as halways and corridors, with plastic and dropsheets.

### WIRES:

Inform your flooring estimator and installer of all wires located under existing floor or along baseboards and door casing. If not informed, CMO FLOORING is not liable for wires and related damages. - Additional charges may apply.

### OUTSIDE TECHNICIANS:

Disconnection of any gas appliances should be completed by a qualified technician prior to our crew arrival. Our insurance does not cover the accidental damage from water leaks, so we highly recommend using a certified plumber to replace your toilet, washing machine or any water/gas appliances.

### OTHER:

In some cases, doors must be removed and cut down, \$45 / Entrance door and or \$35 / interior door.

### OPTIONAL SERVICES:

Painting baseboards (includes paint, caulking and filling) at \$3.00/LF

If painting is declined, caulking baseboards will be charged at \$1/LF - Please make sure baseboards are free from dust/cleaned or an additional 50c/LF for preparation of the baseboards ,  
Filling nail holes at \$1/LF.

Removing toilets and disconnecting washing machines at \$65/per,

Furniture to be moved and put back will be charged at \$99 / room,

Plastic off exposed items, closets and kitchen and other whole sections of your home with a one time payment of \$200.

We work with a professional cleaning service with rates starting at \$150 for a one-bedroom apartment to \$600 for a 2000sqft house. We will be happy to arrange this service, but if cleaning is declined, please note that we do not take responsibility for any professional cleaning of your home.

#### **PERSONAL BELONGINGS:**

We are not responsible for lost or damaged belongings, we ask for cooperation in packing away electronics, art, pictures, books, loose clothes, sheets, pillows etc. We expect to move furniture and boxed belongings only. Items we do not touch: at no point do we move delicates, antiques, grandfather clocks, gas stoves, refrigerators with front door dispensers, waterbeds, aquariums, pianos, safes, computers, electronic equipment and other breakable items. if you are arranging furniture removal or doing it yourself, please make sure it is completed prior to our crew arrival. All small objects (books, clothes, figurines, etc) must be packed and moved away from the work area by the customer. stereos, computers, other electronics must be disconnected and removed from the working area. all valuables and breakable items must be removed from the project working area. CMO FLOORING is not a moving company and will not be held responsible for any damages caused by moving personal belongings, furniture or appliances. if the agreement states that the area will be emptied by the customer and our crew has to move items to accommodate the working process, the customer agrees to pay for it in full.

#### **IF THE OPTIONAL SERVICE OF FURNITURE MOVING IS DECLINED:**

The homeowner is responsible to arrange an empty of furniture environment. If our crew arrives and personal belongings or furniture is not put away, then CMO Flooring reserves the right to cancel and or reschedule at our convenience. The homeowner/customer agrees that if the project-related area is not ready (in compliance with the preparation points of this agreement) for the work on the start day of the project, the homeowner/customer will be charged an extra \$375 fee for that day's lost labor, plus a \$125 rescheduling administration fee on any work postponed.

#### **DAMAGES:**

We will not pay consequential or incidental damages that may occur during the installation. Although we make great effort to avoid scratching your flooring and walls, blemishes scratches and minor cosmetic damage are sometimes practically unavoidable. We try to avoid this and work in good faith and as such are not responsible for this damage unless deemed excessive and unreasonable by gross negligence.

#### **RETURNS/PAYMENT POLICY:**

As a rule, all estimates factor in 5-10% for cuts and wastage, which should leave you 1-2\* unopened boxes which are non-refundable. If your place is measured by one of our experienced sales reps, and we have more than 2 un-opened boxes, the 3<sup>rd</sup> box on is fully refundable within 30 days of original sale. If materials are ordered based on drawings, or matching other quotes, or by your own measurements, all sales are final. All acceptable returns are subject to 15% restocking fee. Items under our accessories section such as underlay, transitions, baseboards, stair nosing's are non-refundable and custom special orders cannot be canceled or returned. – no exceptions.

\*1-2 extra boxes are factored in be used in case the unforeseen happens and a repair is needed in the far future - as most floors become discontinued every 6 months to 2 years.

#### **DELIVERY:**

There is an applicable \$179 delivery fee per trip on laminate flooring and \$200 per pallet for engineered hardwood, this includes pick up from warehouse and delivered and handbombed into your unit.

#### **DAYS OFF/WORKING AFTERHOURS:**

We reserve the right to not work on a Sunday and as such will be at our discretion unless previously discussed. Work done on Sunday will have the added Labor cost of \$75 per worker. Starting projects after 3pm is subject to a \$500/day afterhours fee.

#### **INSTALLATION START AND FINISH DATES:**

It is not uncommon for renovations to present unforeseen delays. As such, we cannot guarantee installation dates absolutely, nor can we guarantee our forecasted installation timeline. We make our very best effort to accommodate everyone on time, however the nature of the construction industry is volatile - therefore, please understand we try our absolute best to complete on schedule and in a timely fashion, however we will only proceed under the acknowledgement of this contract with flexibility. We can give you an estimated timeline of completion, but we won't be held liable for costs incurred for extended renovation times.

#### **APPROVAL:**

It is the homeowner's responsibility to find out if there are any strata requirements and if strata approval is required for the service and obtain if needed. We will provide you with all the documentation your strata requires, including our WCB, General Liability Insurance and Underlay Specification Sheet. Please advise your project manager ahead of time if there are any strata restrictions/rules that we must comply with (working hours – start and finish time to make noise, elevator usage – need to acquire a key to lock the elevator, and have elevator padded off)

#### **SECURED PREMISES (CONDOS AND GATED COMMUNITIES):**

Please check with your building management for parking accessibility and please ensure a parking space is available for our crew. We expect a dedicated parking spot inside or directly out front of the building.

#### **TAXES & FEES:**

Provincial sales tax<sup>1</sup> is not applied to this contract - an equivalent fee is added in recovery of the PST we pay to our vendor - GST is collected in this contract. All Material orders under 100\$ or Labor only jobs are subject to \$25 Administration fee.

#### **LIMITED WARRANTY:**

Craftsmanship is under warranty for two full years with an accompanying invoice. Material warranty varies depending on the material you purchase and its intended use (residential or commercial). Please note, we do not warranty material or labor if not installed to manufacture guidelines. Warranty is activated when this contract is signed and paid in full. CMO Flooring does not cover any damages caused by abuse, neglect, improper cleaning methods or practice. Manufacturer's care and maintenance instructions must be followed.

#### **SATISFACTION GUARANTEE:**

We guarantee to meet or exceed industry standards. Upon completion, we will walk through your job together, and attend to, or schedule any deficiencies -as needed. We guarantee to work closely with you on details of the job, such as color matching and finish details so there are no surprises. We guarantee to maintain or exceed industry standards. Visible carpentry joints will never exceed 1/16" tolerance, easily filled with caulking or filler, and will never exceed 30% of all Joints. We are happy to warranty our labor and workmanship for two years with receipt. We will do our best to come out within 2 weeks of receiving your initial call to inspect the deficiency and scheduling the repair will be within 4 weeks thereafter. We aim to service your flooring needs in a respectable and courteous manner, timely, and in joyous spirit.

I acknowledge that I am over the age of 18, and I am either the home owner or a person with authority to authorize renovation at the above address. I am the person who can approve any additional work if required including levelling, or other unforeseen circumstances. By signing below I authorize CMO Flooring to process my creditcard for the above transactions. I understand that when job is complete all sensitive creditcard information will be deleted.

I ACCEPT THE TERMS AND SPECIFICATIONS STATED HEREIN AND AUTHORIZE TO PROCEED WITH THE PROJECT.