ICC Floors Installation and Product Policy

1. **ICC Floors will schedule and installation after the supplier provides us with the estimate time of arrival. These installation delivery dates cannot be guaranteed. ICC Floors will make every effort to inform you about schedule changes in a timely manner. ICC Floors has little control over shipping delays, unexpected backorders and/or changes in the promise dates provided by suppliers. ICC Floors makes every effort to accommodate customer requests regarding installation dates but it is not always possible. IF we don't receive it, we can't install it.**
2. **No monetary consideration will be tendered for delays caused by changes to product delivery dates or additional time needed to complete a project. Construction installations are guesstimates at best. ICC Floors strives to complete every project with in the time allotted. We reserve the right to take the time necessary to install products in a professional manner.**
3. **ICC Floors will lay out approximately 10% of the new hard surface product and/or a section of the new carpet so the customer can approve or reject it. It is necessary that the customer be present at this time. If the customer cannot be present at that time, ICC Floors will install the new product. Once the floor is installed, ICC Floors considers the product acceptable to the customer in terms of appearance.**
4. **ICC Floors will perform a final walk through upon request after the project is completed. Final repairs will be discussed and schedule at that time.**
5. **Payment of any remaining balance is due immediately upon the successful completion of work.**

Painting

1. **Baseboards and sometimes wall will almost always require tough up after installation. Paint touch up is the customer's responsibility.**

Demolition

1. **In the process of removing the existing tile, hardwood and/or carpet, dust in created. This is an unavoidable part of the process. ICC Floors mitigates dust to the best of our ability but a certain amount of dust removal is the customer's responsibility.**

Extra Material

1. **Special order material is either non-returnable or subject to a restocking fee plus freight to send it back to the distributor. The formulas used to calculate product wasted factors are subject to many variables. If there is an excessive amount of left over material, it is ICC Floor's responsibility to return the material to the vendor and refund the customer's money back in full.**

Carpet

1. **ICC Floors does not recommend utilizing "cross" seams in patterned carpet installations. Due to this recommendation, the waste factor in patterned carpets can be excessive.**
2. **Please allow up to two weeks for the new carpet fibers to fully "release". New carpet can appear flat and compacted due to the fact that carpet must be shipped in roll form.**

Hardwood

1. **Hardwood is a natural product and as such is susceptible to environmental conditions in the home.**
2. **ICC Floors will moisture test both the new product and the substrate prior to installation to insure that conditions in the areas of installation are compatible with the moisture levels of the product.**
3. **ICC Floors strictly adheres to the installation standards and guidelines of the National Wood Flooring Association (NWFA). These standards can be reviewed at nwfa.com.**
4. **Neither the manufacturer not ICC Floors will warrant against floor noises (creaking, popping, etc.) after installation. These noises are the result of natural environmental changes that affect the wood.**

Tile

1. **Shade variations are normal in ceramic, porcelain and especially natural stone and slate. It is especially important the product be approved prior to installation.**
2. **Grout lines will be set at the following widths as a standard;**
   a) **Regular ceramic and porcelain tile – 3/16"**
   b) **Rectified ceramic and porcelain tile – 1/8"**
3. **"Sizing" can occur with less expensive tile which means that a carton of 12x12 tiles may not all be the same size. This makes it extremely difficult to have straight and uniform grout lines.**
4. **"Bowing" of 12x24 and plank tile occurs during the kiln drying process which can create "lippage" or uneven levels from one tile to the next.**

Please sign and date below stating you've read and understand these policies.
Customer Approval Signature: _____
Date: _____