

CARPETS PLUS Customer Questionnaire

1. Have we listed correctly all area where floor coverings are to be installed?
2. Are the style # and color # of floor coverings listed as they appear on the label or tag?
3. Have you received a copy of "A word from your salesperson" and a proper care and cleaning guide?
4. Who will move furniture?
5. Who will remove old floor coverings?
6. Who will haul away old floor coverings?
7. Who will move appliances, if applicable? (*Carpets Plus* will not disconnect gas stoves, ice makers, dishwashers, etc)
8. Has the fact that rooms need to be heated for any installations been discussed?
9. Will the floor be properly prepared for installation prior to installers arrival?
10. Has the fact that we cannot accommodate requests for morning or afternoon installations been discussed?
11. Do you understand that rescheduling of installation may result in delays of several days/weeks?
12. Will you be present when floor coverings are installed?
13. Has it been explained that installers will only perform work shown on work order? (Extra work will require add-on charges)
14. Has it been explained that other subcontractors cannot be scheduled in these areas when installing floor coverings?
15. Has it been explained that *Carpets Plus* will not remove or replace your stool where vinyl, wood, laminate, or ceramic is to be installed?
16. Has it been explained that your financing will start from the date of purchase, which likely will precede your installation? If balance is not paid in full by the plan's expiration date, interest will be assessed from the original date of purchase on the average daily balance.
17. Has it been explained that due to the fluctuation of temperature and humidity in Wisconsin, *Carpets Plus* cannot warranty the seams in sub-floor to be invisible? (However, the installation of perimeter-glued vinyl will reduce the likelihood of seeing such seams)

CARPET INSTALLATIONS

1. Has the term "stain resistant" been explained?
2. Do you understand seams may or may not be noticeable?
3. Have the different qualities of carpet cushions been explained and listed correctly?
4. Has the placement of metals and or turn-and-tack been discussed with you?
5. Have carpet and labor guarantees been explained?
6. Have extra labor charges been explained? (Vacuuming, steps, spindles, etc.)

VINYL INSTALLATIONS

1. Has the need for sub-flooring been discussed?
2. Do you understand seams may or may not be noticeable?
3. Has it been explained that *Carpets Plus* will not warranty the visibility of the sub-floor seams unless both the wood and labor are purchased from *Carpets Plus*?
4. Will baseboard/quarter round be removed prior to installations?
5. Have you discussed the need for floor protectors?
6. Has the fact that high heels can dent your vinyl/wood floors been discussed?
7. Have you been informed that a vinyl floor remains soft until it dries? (This could be several weeks in high humidity)
8. Has it been explained that perimeter glued floor may take up to a month to completely flatten?
9. Have extra labor charges been explained to you? (cove/base, steps, quarter round, floor prep, etc.)

LAMINATE INSTALLATION

1. Has the need for transition strips within these areas been explained to you?
2. Have you selected your choice of metal or laminated transition strips?
3. Has it been explained that it may take up to 4 weeks for this floor to completely flatten?
4. Has it been explained that the appliances should not be reset on this floor for a minimum of 24 hours?
5. Will the quarter round/baseboard be removed prior to installation?
6. Have extra labor charges been explained to you? (cove/base, steps, quarter round, floor prep, etc.)
7. Has the need for 3/4 inch shoe installation been explained to you?
8. Has it been explained that laminates are not scratch proof?
9. On laminate checkerboard patterns, boards are machined to vary at corners.

CERAMIC INSTALLATION

1. Has the need for sub-flooring been discussed?
2. Do you want to specify a grout color?
3. Have your options of transitions been explained?
4. Will the quarter round/baseboard be removed prior to installation?
5. Have extra labor charges been explained to you? (cove/base, steps, quarter round, floor prep, etc.)