



## 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!