

## Estimate Acceptance

*By providing Kelowna Floors with a deposit for your project, you agree to the following:*

### **After Receiving the Project Deposit**

Kelowna Floors accepts a 50% Project Deposit to order specified materials, and secure installation dates. Customers are given an estimated time of installation with the Estimate, however there is no guarantee on availability of labor until a deposit is secured.

### **Installation Dates**

The primary objective is to adhere to the scheduled, and agreed upon, installation dates. Customarily, we add “buffer” days to the date range for installation; this provides some flexibility in the schedule to still maintain the completion date, if the start date cannot be met. The task of completing installations is undertaken by one or more skilled installers. These installers, sometimes along with their crew, diligently strive to start and complete projects in alignment with the predetermined schedule. Nonetheless, there are instances when external factors beyond their control may impact their ability to do so, necessitating a degree of flexibility from the client. Such instances include, but are not confined to: unforeseen circumstances in preceding projects that influence completion dates and consequently, the start date of subsequent projects; instances of illness, personal emergencies, unforeseen circumstances on the existing project, and availability of materials including custom products. Kelowna Floors is equally committed to reschedule projects among different installers to accommodate the intended timelines. However, there may be situations where this proves unfeasible due to the unavailability of qualified installers.

### **Shipping**

Delivery is subject to conditions beyond our control (weather, supplier delays, or shipping company delays). Kelowna Floors passes on ETAs from suppliers and orders product to receive it in the timeliest manner possible. Kelowna Floors does not warehouse products; all products are ordered and have additional shipping charges that are not included in the price of the product (presented as a separate line item).

### **Unforeseen Circumstances**

Kelowna Floors will not be held responsible for any additional costs associated with unforeseen circumstances that were not visible or apparent at the time of the measure or Estimate.

### **Natural & Unconventional Products**

Natural products, including stone and wood, which have variable and non-standard characteristics require the client to purchase a box for approval. Some man-made products with extreme variation and uncommon characteristics require the purchase of a box for approval. Such product requirements are noted on the Estimate. Orders for these products cannot be placed without approval.

### **Prep**

Floor preparation is necessary for the majority of floor installations; the objective is to ensure the subfloor meets the acceptable, specified, and warranted conditions outlined by the manufacturer of the product being applied. Floor prep is presented as an Estimate, not included in the total of the project. Floor prep cannot be properly assessed until the subfloor is exposed (the existing product has been removed). Kelowna Floors does not offer a “sign-off” to avoid necessary floor prep. If the customer is not satisfied with the necessary floor preparation, Kelowna Floors will proceed to reimburse the initial project deposit. In the event there is squeaking in the structural floor, Kelowna Floors offers mitigation services (at an additional cost) under the direction of the client; often squeaking cannot be totally eliminated, so it’s important to note that this is a service to *lessen* the squeaking.

### **Baseboards**

When the process involves removing existing MDF baseboards and replacing them (RE/RE), it's important to note that the appearance of the baseboards will not remain unchanged; minor damage resulting from the RE/RE procedure should be anticipated. While Kelowna Floors' installers exercise care during the RE/RE process, they cannot be held accountable for any baseboard damage or breakage that might occur. Various factors such as the techniques used in the prior installation, the age, quality, the material, and brittleness of the existing baseboards can influence the outcome, and these aspects are beyond the installers' control. Kelowna Floors does not undertake the removal and replacement of wood baseboards, nor those measuring 3/8 inches in thickness. However, the service of removing and disposing of such baseboards is available. Additionally, Kelowna Floors can facilitate the installation of new baseboards; however, the customer is responsible for providing the required product.

In cases where carpet is being replaced with hard surface flooring, deflection in the structural floor could lead to slight gaps between the floor and the baseboard's lower edge. This is a risk associated with removing carpet and installing hard surface, and must be accepted prior to installation.

For most hard surface installations, the removal of baseboards is necessary for proper floor installation. However, clients have the option to choose an alternative approach, such as installing additional molding like Quarter Round or furniture molding, to avoid the removal and replacement of baseboards. When it comes to replacing existing carpet with new carpet, the installation method allows Kelowna Floors to retain the existing baseboards in place during the process.

In certain floor product installations such as glue down vinyl and some tile installations, it may not be mandatory to remove the baseboards for the installation.

### **Water, Gas, Electrical & Furniture Moving**

Any water and/or gas disconnections and connections are not done by Kelowna Floors; the customer is required to hire a plumber and/or gas-fitter to complete these services. Our service to RE/RE the

appliance covers moving it to install the floor underneath, and does not concern hook-ups. Any electronics need to be disconnected prior to furniture moving. Installers may refuse to move sensitive items (such as computers, electrical/specialized equipment, custom furniture, glass tables, very large TVs, very heavy items, family heirlooms etc.) that may require professional movers, or for the homeowner to arrange to have the item(s) moved. Under no circumstances does Kelowna Floors move a pool table.

### **Stairs**

Removing carpet from the stairs and replacing with hard surface covering increases the risk of squeaking, which may be structural and masked by the carpet. Before or after the hard surface is installed, an option to try to mitigate squeaking sounds is to access the structure of the stairs (underneath); this is at an additional cost. Carpet can cover existing drywall imperfections, which may not be covered by the installation of hard surface; these imperfections would not be visible until the carpet is removed. In the event the new hard surface will not cover imperfections, the customer may decide to hire a drywaller and/or painter before the installation continues; Kelowna Floors will not cover this cost.

### **Doors**

Increasing the height of your floor may require the need for interior doors to be undercut. This may not be evident until the new flooring is installed. Kelowna Floors can provide this labor on some\* installations, at an additional fee. Carpet, glue-down vinyl, and sheet vinyl installers cannot undercut doors. Kelowna Floors can provide an Estimate to have a qualified installer undercut the doors, or the client can opt to hire a third party for this service.

\*These installations would be hard surface installations where the installer has a saw suitable for undercutting the door; these installations could be hardwood (engineered or solid), laminate, and click vinyl plank.

### **Cleaning**

During the process of floor removal, preparation, and installation, the generation of dust is inevitable. Kelowna Floors does not offer the service of applying plastic sheeting (this task is typically undertaken by a contractor or the homeowner). However, Kelowna Floors' installers make diligent efforts to minimize unnecessary mess during the project by utilizing filters and vacuums. It's advisable for customers to understand that a certain degree of cleaning and dusting will be required once the project is finished.

### **Labor Items not included on Estimate**

If a particular and necessary labor item is not included in the Estimate but a deposit has already been received, Kelowna Floors will provide that specific labor item at its actual cost. Should the customer's satisfaction not be met under these circumstances, Kelowna Floors will proceed to reimburse the initial project deposit.

### **Over/Under Measurement**

Kelowna Floors provides a Flooring Professional to measure projects. In the event Kelowna Floors is short product on a measurement, and no site/design/product changes have been made, the cost for the additional product is not charged to the customer. In cases where Kelowna Floors exceeds an acceptable waste factor (10%) in overage, the additional product above the 10% waste factor can be returned for a refund. Allowable returns on materials within the 10% waste factor are product-to-product (determined by each individual supplier); please ask your sales associate at any time if your product qualifies for a return, and if so, an Estimate can be provided with a timeline, re-stocking fee (specific to each supplier), and return shipping. Kelowna Floors will not be held responsible for additional product costs or returns if the changes initiated by the customer after the project deposit. Other material items not listed on the Estimate, but necessary for the installation of the project, will be charged to the customer at cost. Upon a client request of additional product and/or labor requested mid-project, an Estimate will be provided for client approval.

### **Repair Work**

Repairs are cannot be guaranteed, and do not come with a Workmanship Warranty. After a flooring professional has completed an assessment for a repair, Kelowna Floors cannot guarantee a physical repair is possible until the installer attempts the onsite repair. A minimum charge applies if the installer comes to site and the repair is attempted.

### **Minimum Charge**

A minimum charge of \$250 is applied if an installer arrives on-site at the scheduled time and date, and the site is unprepared. Additional minimum charges may apply for a special project or custom work; please see details on your Estimate or Invoice. A minimum charge is applicable on a repair attempt, where the installer has come to site to make an effort to repair the floor however the repair is not possible (unbeknown, or unforeseeable, to the flooring professional who completed the assessment); the client takes on the understanding that a minimum charge is applied if a repair attempt is made (regardless of the success of the repair), and that there is risk in a repair attempt that it may not be successful.

Providing a Project Deposit to Kelowna Floors signifies you have read and agree to the items mentioned above.