

Congratulations on Your New Flooring!

To ensure the installation goes smoothly, please follow these instructions in getting prepared*:

- Disconnect and/or reconnect electronics including computers, printers, televisions, phones, internet equipment or other electronics.
- All jewelry, cash, valuable items, etc. should be removed from your apartment home or placed in a safe during the installation. If our installers enter a home and see any of these items, they are instructed to leave immediately and report to the office to reschedule.
- Clear off all floors including closets where the flooring will be replaced
- Our installers often need to remove doors in the areas we will be working. Please remove fragile or heavy items attached to those doors
- Please make sure to pack up! Our installers are not authorized to pack items
- Plan on keeping your pet on a leash or have them stay elsewhere during the install

**Must be handled by the resident*

OUR INSTALLERS ARE PROHIBITED FROM MOVING

- Heavy or fragile furniture or appliances such as pianos, pool tables, aquariums, safes, gym equipment, large mirrors, executive desks, marble-top or large glass-top furniture, grandfather clocks, etc. If you have these items, please notify your manager.
- Bed frames or other furniture that requires disassembly to be moved safely - we are also unable to reassemble bed frames or other furniture once moved
- Loose or small items - all loose and/or small items must be packed safely, boxed and sealed. These include shoes or any items that are on the floor.
- No wall or ceiling items, pictures, or window coverings will be moved unless they interfere with installing the flooring
- Furniture that doesn't have all loose items removed from the top, shelves, and drawers emptied out
- All fragile, antique, valuable and delicate items

OUR INSTALLERS ARE PERMITTED TO MOVE

- Furniture and appliances that are empty and have all loose items removed from the shelves, drawers and other surfaces
- Disconnected electronic equipment such as computers, phones, printers, televisions, etc.
- Cardboard boxes that are packed and sealed with belongings

Thank you very much in advance for your assistance. We want the experience and installation to be as easy as possible. We want to avoid any delays or cancellation fees.

If you have any questions, concerns or need to reschedule, please contact your community management staff as soon as possible. There is a cancellation fee charged for any units that are not ready at the time of installation.

Enjoy Your New Flooring!