



Leicester Carpet Sales

"Asheville's Most Trusted Name In Floorcovering"

Pre-installation checklist:

To ensure complete satisfaction with the installation of your new flooring, please review the following information.

- Seams in textiles (including carpeting) are visible. Some carpets show seams more than others. Please discuss seam placement with your installer prior to installation to determine the most desirable solution.
- Due to the way carpet is installed, the possibility of scuffed paint, including baseboards and walls, exist. We take every precaution to avoid scuffing however, we recommend that fresh paint have 48 hours to cure prior to the installation of your flooring. Most scuffing of un-painted wood trim can be taken out with lemon oil or dusting polish. Soft back carpet helps to reduce this situation.
- Furniture must be removed from the room prior to installation. Our installers will be happy to provide this service for an additional charge. Please be sure this has been discussed before hand. If you elect to have the installer remove the furniture, you must remove Nick Knacks and small personal items. You must also clean out all closets located in the room being floored.
- Heat is required to ensure flooring materials will reach full stretch and that all adhesives and preparation materials will cure properly. Permanent heat is required for all installations. The temperature must be at least 65 degrees! Temporary propane heat is not acceptable. The temperature should be consistent for 48 hours prior to and after the installation. Also, in order to provide a professional, finished installation, heat vents and / or registers must be in place. Power and lights must be available.
- Unforeseen charges may apply to installations when take-up and removal of carpet/flooring is done. Water damage, urine soaked carpet, floors with structural damage, asbestos floors, mold, etc are not always detected until the installation process has begun. Your sales person will discuss charges with you, obtain permission to perform additional work prior to doing so, and discuss your preferred method of payment.
- New flooring that is thicker than the original may require that interior doors be trimmed to allow them to swing freely. Cutting interior doors requires specific tools and skills. This service is not included with standard installations. Your sales person can arrange for this to be done by a qualified carpenter at an additional charge, or you can make your own arrangements.
- When replacing bathroom floors, the stool must be removed and replaced. Because installers are not plumbing professionals, some will remove the stool for a fee, but will not replace them. We can arrange for a professional plumber at an additional charge, or you can make your own arrangements. We do not remove or replace any gas appliances.

You may notice the following characteristics with your new carpet:

- Shedding of loose fibers is normal and will subside with normal vacuuming.
- You may notice a slight odor with your new carpet. Please ventilate the room for 48 to 72 hours to remove any new carpet smell.
- If a single tuft of carpet extends beyond the carpet's surface, simply cut it off. Do not pull it out.
- Color changes that seem to occur in various parts of the carpet are caused by light being reflected in different ways, as pile fibers are bent in different directions. This is not a defect, but an unavoidable characteristic of plush carpet.
- Pile crush occurs when carpet stored in rolls sits on itself and bends the fibers in such a way that may appear as waves or as a color shift from one side of a seam to another. This should relax with a little time and vacuuming, as the carpet has a heat set memory. If it does not, please let us know.
- You may see a slight variation in both color and texture from the sample to the roll. This is not a manufacturing defect and is unavoidable due to the fact that carpet is dyed and tufted in lots.

Proper maintenance specific to your flooring type is important AND required for all warranties. If you have any questions, please contact your sales person.

Thank you for your business, we hope this information adds to the enjoyment of your new flooring.