



DISCLAIMER

Real Floors, Inc. is a licensed flooring contractor where required by law. We are not licensed for carpentry, electrical, painting or plumbing.

Real Floors can reconnect water lines to washing machines, toilets and refrigerators. The age and condition of hoses, supply lines, valves and rubber washers cannot be determined by our installers and a final leak test should be performed by on-site staff. Real Floors is not responsible for any damage caused by water line leaks, valve connections, broken drain hoses or hidden water lines in slabs and walls. We do not disconnect or reconnect natural gas or LPG appliances.

Manufacturer and Real Floors limited warranties on products and labor are offered to the original purchaser and are non-transferable. Limited labor warranty length is 13 months from the installation date and limited product warranties are provided by the manufacturer and are specific to each product or material. We do not warrant our flooring products that fail due to cracking of gypsum underlayment or flexing subfloor. The inherent makeup of gypsum leads to ongoing cracking and slab failure. Repair of gypsum or concrete slabs by floating or patching existing cracks is considered temporary and no warranty is expressed or implied as to how long the repair will last.

In some cases, sheet vinyl flooring can be repaired by installing patches of new flooring. Multiple patch repairs are possible and Real Floors warrants up to 4 patches per room. We can accommodate requests to repair more than 4 patches per room however are unable to warranty the repair and recommend a full replacement of the area where large or multiple patches are needed.

Extended vinyl installations may require a second installation day due to unforeseen required floor preparation. Manufacturer and labor warranties are voided when sheet vinyl is installed over more than one layer of existing vinyl. Moisture found under existing floors may require significant drying time before new flooring can be installed.

A restocking fee will occur on any job canceled after materials have been cut for the intended installation. A delivery charge will occur for additional material delivery when an incorrect floorplan layout is ordered. An expedite charge will occur for material delivery to an installer for same-day emergency installations. If a job is canceled or rescheduled after the installer has arrived onsite, the customer will incur a trip charge.

Flooring installation is a construction trade and can cause extensive dust. We recommend removing or covering all items that need to stay free of dust particles. Real Floors strives to follow per unit seam diagrams on all installations. However, variances in unit sizes and/or layouts may require minor adjustments to seam structures from time to time.

Flooring removal involving human waste or body fluids is classified as a biohazard. Real Floors does not perform such removals. Pet waste removals depending on severity may require bioremediation and are bid separately.

Additional installation items to be approved on-site may include but are not limited to floor preparation, minimum labor, material take-up, enzyme-based odor treatments (spray), heavy pet treatments (roll-on seal), tackstrip, cove base, transitions (silver, gold, wood, zbar) and toilet remove & replace (wax ring included). Pricing for these items varies on a regional basis. Subfloor repairs within the scope of our contractors license are bid on a separate basis.

Environmental fee is a material recycling and disposal fee for primary installation materials (carpet, vinyl, vinyl plank, tile, VCT, wood, laminate and flooring squares).

Payment in full is due upon delivery or installation for customers with approved terms. If payment terms are not approved, prepayment in full is required. Temporary credit holds are imposed when an account reaches its credit limit or invoices age past 60 days outstanding. All unpaid balances over 30 days from invoice date are subject to 1.5% per month interest (18% per year) on all amounts due to Real Floors and for any and all costs of collection, including reasonable attorney's fees. Customers are responsible under the Terms and Conditions of Sale found at <https://www.realfloors.net/terms>.