



Hunter's Flooring

Pre-Installation Guide

Important Information

- You will receive a survey from Lowes after the installation is completed that asks how well we performed on a scale of 1-10. A 10 means we met or exceed your expectations. Anything below a 9 is considered 0.
- Reach us by phone #732-994-5556 or reach us by chat on our website www.huntersflooring.com
- English is a second language for many of the installers performing your installation. If there are any communication issues, please reach out to us.
- You will receive a text and/or email the evening before your install date with the final 3-hour arrival timeframe.

Preparing for the Installation

- An adult must be home at the time of the installation.
- The area must have lighting, heat, and electric that is working and on.
- All rooms must be completely empty unless you paid for a furniture move or the furniture move was included on your order.
 - Books must be removed from bookshelves.
 - Closets must be clear up to 3 feet high.
 - Tops of furniture cleared.
 - Draws emptied.
 - All personal items removed.
- Pets need to be restricted from the area of work.
- If any gas appliances need to be moved, we cannot disconnect/reconnect the gas lines.
- If the new floor is a different thickness than the old flooring, you may need to have your doors trimmed by a 3rd party.
- **Any unprepared space may result in needing to reschedule the installation.**

Please review page 2 below ↓



GET IT INSTALLED

PREP YOUR SPACE GETTING READY FOR NEW FLOORING INSTALLATION

Thank you for choosing Lowe's for your new flooring. We'd like to help you have a successful installation experience. Please read these preparation guidelines carefully. Proper planning and preparation of your space helps to reduce delays, avoid additional charges and ensures a smooth installation.

PRE-INSTALLATION CHECKLIST

- Remove electrical items.** Unplug, disconnect and remove all electronics and electrical items, including lamps, computers, smart home devices, stereos, TVs, DVD players, etc.
- Clear furniture surfaces.** Make sure that all furniture surfaces, bookcases, shelving and media cabinets are completely cleared.
- Remove miscellaneous items.** Remove small items such as china, tabletop pictures and any fragile, precious or high-value items from all rooms or spaces receiving new flooring.
- Clear the walls.** Remove pictures, mirrors, drapes, wall hangings and art from walls along pathways for furniture moving, debris removal and flooring installation.
- Break down beds.** Remove bedding, remove items under beds and break down bed frames.
- Prep closets.** Clear closet floors and remove any low-hanging items up to 3 feet high.
- Clean up after your pets.** Have any pet soiled areas thoroughly cleaned prior to installation.

If you have paid for this service, the Independent Contractor will move normal household furniture on the day the installation begins. 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. If not completed, additional charges may apply and installation may be delayed on the day of install.



IMPORTANT NOTE

Non-Movable items. The Independent Contractor will not move certain items such as antiques, electronics, pianos, pool tables, waterbeds, adjustable beds, aquariums, safes, pinball machines, exercise equipment, etc.

Specialty items. If additional charges apply for moving furniture, the Independent Contractor will advise you and the additional charges will be included in the quote from Lowe's.

IF YOU'RE PREPPING THE SPACE YOURSELF...

- Remove old flooring.** Existing flooring should be torn out and removed from all rooms that will receive new flooring prior to the day of installation.
- Leave tack strips.** If you're having new carpet installed, existing tack strips should be left in place. The Independent Contractor will determine what sections to replace.

Prioritizing Safety Before and During Your Job:

- Before arriving, all independent PROviders required to pass a daily health screening
- Pre-call to confirm installation and review safety steps
- Wear Personal Protective Equipment (PPE appropriate to work area interior, exterior)
- Practice social distancing
- Sanitize work area and tools on each job

