

MOVING FURNITURE AND APPLIANCES POLICY

Moving furniture and appliances is hard work and takes time! We have to notify our installers in advance and pay them extra to move your furniture and appliances. Please be sure that you have told your salesperson about any items that need to be moved.

- Our installers are not trained movers. Of course we will be as careful as we can be, but we cannot be responsible for any damage to your furniture, appliances, walls, mouldings, fixtures, doors, doorways, or flooring - including your new flooring.
- Our installers are not trained appliance installers. If we disconnect or move appliances as part of our installation, we cannot guarantee that they will work the same way as they did prior to our work. Also, due to safety concerns, we may not be able to disconnect or reconnect your gas appliances.
- Our installers are not trained plumbers. If we disconnect or reconnect water pipes or drains (for example, to your toilet, dishwasher, or refrigerator), we cannot be responsible for leaks, cracks, or other problems that may develop. If we determine that we are not able to do the reconnection, then we will notify you but we cannot refund any appliance moving charges.
- Our installers cannot move heavy, breakable furniture and appliances such as pianos, pool tables, hot water heaters, aquariums, grandfather clocks, and so on. Please hire professionals to move these items prior to our installation date. We strongly recommend that you move any antique, fragile, or valuable furniture yourself before the installers arrive.
- We cannot connect or disconnect computers, televisions, or other electronics, nor can we guarantee that these items will operate after moving them.
- If we cannot move furniture without disassembly, such as bedframes, we cannot guarantee that they can be reassembled in the same condition as they were prior to moving.
- Moving furniture and appliances in and out of rooms takes time. If you are concerned about how much time an installation might take, please move the furniture and appliances before the installers get there.
- Please clean out all drawers and clear off all surfaces. If we are moving beds, please strip the beds. We can only move empty and cleared furniture and appliances. **If we arrive at your home and the furniture is not ready to be moved, you WILL be charged to reschedule our installers or to have our installers prepare your furniture for moving.**
- Our installers will only move items specifically listed on our "Furniture and Appliance Moving List". **If you have not told your salesperson about all the items to be moved, there WILL be additional charges applied to your invoice for the unplanned items:**

Emptying closets, packing boxes, dismantling built-in furniture, etc.	\$95/hour
Small items, such as chairs or end tables	\$10-\$25/each
Normal items (mattresses, sofas, etc.)	\$35-\$65/each
Large items (file cabinets, sofas, etc.)	\$75 and up each

We hope you enjoy your new flooring for many years to come. Thank you for allowing us to serve you.