



Product Disclosure Form

General Information:

Sergenian's Floor Coverings (hereafter referred to as SFC) has a goal of exceeding your expectations. We have listed some general information that will make your floor covering experience a pleasant and realistic one! All products SFC sells and installs require a consistent level of heat (approx. 70 degrees). This is not a request; we must have heat to properly acclimate and install all products. Lights and electrical plugs are needed. Keep in mind that your house is under construction when getting new floor coverings, you will have some detail cleaning. SFC installers will clean jobsite of debris and sweep up, but if you want an extensive clean up after your project, you will need to hire a cleaning service. If new paint is being applied, expect some touch up from trade damage. SFC estimates some overage when providing cost of materials and labor, to allow for the highest quality installation. There will be no refund on materials or labor regardless of overage. Contracts and layouts cannot be changed without salesperson amending first, all change orders need to be approved before proceeding with installation. Flooring will be laid in the direction the installer chooses unless specified in writing by customer during the selection process. Carpet, vinyl, marmoleum and all other floors will have seams that will be visible under certain conditions. If rubber or vinyl base has been removed, scarring will be visible. When removing wood base, SFC is not responsible for scratches, scuffs, caulking, or touching up of wood base; Wood base can break and is not SFC's responsibility. Floors can begin to squeak at any time. SFC is not responsible for squeaking that is the result of pre-existing flooring. Once your new flooring is installed, the wood base height may differ from where it was originally. Most hard surface floors need room to expand at the perimeter, it is important that any trim or drywall installation does not impede this movement. Doors may need to be trimmed (at an additional cost) to fit your new flooring. SFC has the right to complete repairs. If sub-floor preparation is required, SFC may be able to provide this service and customer will be charged for the labor and materials. SFC can remove and replace refrigerators, stoves, washers and dryers, however disconnecting and reconnecting water lines, is the customer's responsibility. Toilets and pedestal sinks must be removed and replaced by customer. SFC does not provide plumbing services. SFC does not guarantee plumbing connections. Sometimes when an appliance is moved, parts that were on the verge of breaking due to normal wear, will break: if this happens, SFC cannot be held liable for damage caused by the removal and replacement of the appliance. SFC does not install new appliances. Carpet, wood and all other floors can present some variation in color when compared to the sample or pictures you may have seen, this is a normal condition that is to be expected.

Hardwood:

Hardwood is a term used to describe all wood flooring. Hardwood is not the most durable flooring on the market; however, the beautiful and natural variations in wood add warmth and beauty to your home. Because of these natural variations, your newly installed floor will vary from samples or pictures you may have seen. Knot holes, mineral streaks, filled worm holes, erratic grain movement, etc. are natural variations. Hardwood does react to humidity, small hairline fractures are common and are not a product flaw. All wood flooring will, in time, undergo a color change due to the effect of ultraviolet rays from the sun. Light will cause some to amber, others darken or get lighter over time. If wood beneath a rug or furniture changes in color, rearrange your furniture and give the sunlight a chance to work; given time, the color will begin to even out. SFC offers both pre-finished as well as sand & finish on-site hardwood floors. All our hardwood will hold up well with normal use; all wood floors can scratch and dent, none will stand up to abuse. High heels, for example, will indent any wood. Remember that some denting will occur; as with antique furniture, this patina only adds to the natural character of the wood. As with all structural and decorative wood, standing water will cause considerable damage, so it is important to immediately wipe up spills. Wood floors should be dust mopped and spot cleaned only. It is not recommended that hardwood be installed in bathrooms or utility rooms. Hardwood will naturally expand and contract with increases or decreases in humidity and our installers will leave the necessary expansion space to accommodate normal changes in humidity. The wood's grain or plank direction will be determined by SFC's installer at the time of installation. If a specific direction is desired, it must be brought to sales consultant's attention prior to scheduling installation so to check feasibility. Additional installation charges will be incurred if desired direction requires additional labor to maximize structural integrity. SFC does not cover damage resulting from accidents or abuses that stain or scratch finish, diminish gloss, or indent the surface of the wood, including indentations from high heeled shoes. We do not cover damage caused by heavy or concentrated foot traffic. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by warranty regardless of cause or source. It is the customer's responsibility to maintain recommended, and consistent, climate control. All wood flooring will undergo color changes with exposure to ultraviolet rays from the sun, these changes are not covered by our warranty. All wood warranties apply to the finish and not the actual wood. Please

refer to product care and warranty information, available upon request or via the internet, for detailed care, warranties and exclusions.

Laminate Flooring:

Laminate flooring specifications differ from manufacturer to manufacturer, but the following facts are true to most: Laminate is resistant to denting, scratches and fading. Laminate wood looks are generally more dent resistant than real wood, but they can and most likely will, be dented & scratched over their lifetime. The core of most, but not all, laminate products consists of wood, which means no matter how great the effort the manufacturer puts into protecting that core, water can cause damage. Since laminate wood planks are often consistent in size, joints may be visible when light is reflecting off the flooring. Some laminate wood floors incorporate a four-sided micro-bevel which presents a more random look, more like real hardwood. There are many different textures used on the surfaces and these textures will affect how easily soiling will show, the smoother the finish, the higher the maintenance. Laminate floors should be dust mopped and spot cleaned. SFC does not cover surface wear that has occurred due to improper or inadequate maintenance or accidents, such as damage caused by abrasion, impact or cutting. Water damage, including but not limited to water damage caused by flooding, leaking pipes, household mechanical failures, appliance leaks, steam mops, or pet urine is not covered. Damage caused by water or moisture in the sub-floor or underneath the flooring is not covered. Please see specific product literature for a complete list of warranties and exclusions.

Carpet:

Carpet comes in many textures, colors, and patterns. It allows you to blend living spaces or create striking contrasts, whether you are designing according to your floor plan or your lifestyle. Many of today's carpets are engineered not only for enduring beauty, but also for performance, and ease of maintenance. Carpet is a practical choice for your home because it also provides warmth and insulation. There are many different styles and colors in today's ever changing carpet options. In general, the more texture a carpet has the less soil, and normal changes in appearance will show. Keep in mind the following: Staple fiber will shed small strands of fiber throughout the life of the carpet, the lighter the color the more likely seams & soiling will show. Berber and cut & loop carpet will pull rows if snagged, and seams are more visible than in other styles. Do not use a vacuum cleaner with a beater bar on wool or other berber; use a suction only vacuum instead. To protect your warranty, have your carpets cleaned a minimum of every 18 months, by a certified professional carpet cleaner that uses a truck-mounted warm water extraction system, keep records and save your receipts. Almost every installation will have seams, and those seams will not be invisible. Seam layout and pattern direction will be determined by installer unless the customer-specified direction is specified on the job estimate. Patterned or linear or striated carpets can appear out of square, including installations on stairs; if this is a concern, reselect a carpet with no pattern. Some installations require the carpet to be stapled, including on stairs, not all staples will be invisible, some carpets show this more than others. If you are concerned about seams, please ask your sales consultant to refer you to a carpet that seams discretely. Seams do show, some constructions show more than others. **THERE ARE NO INVISIBLE SEAMS.** SFC does power stretch all carpet jobs, a warm jobsite provides a better stretch, and softens the carpet backing which will cause less base/wall damage, it also ensures a wrinkle free installation. Carpet has a very abrasive backing, so expect some minor scratches on walls, baseboards and other woodwork. SFC cannot be responsible for touch up or repainting that may be required. Please refer to the manufacturers care and warranty for proper maintenance recommendations, including vacuum cleaner information. Some vacuum cleaners will cause permanent damage, or shorten the appearance, or life expectancy, of your carpet.

Luxury Vinyl flooring in all variations, and sheet vinyl:

Variety, performance, ease of maintenance and affordability are some of the advantages that vinyl flooring has over other hard surfaces. Floating LVP and LVT require a level surface, and we will do our best to provide a level surface prior to installation, especially on lower level concrete floors. Upon occasion there could be a low area underneath the flooring that may push down slightly when walking on the floor. This is considered normal as it is difficult to level a concrete floor perfectly. Although vinyl floors withstand heavy family traffic and resist stains, they must be properly maintained and cared for to ensure years of beauty. Any vinyl flooring will scuff and scratch if sharp or heavy objects are dragged across it. Vacuum cleaner beater bars will dull or damage the surface. On most vinyl floors, the use of steam mops will void the warranty. Heat, or prolonged direct sunlight, can cause discoloration, or fading, or expansion (which may cause buckling), or delamination, and is not covered by our warranty. Chairs with rollers over time, will cause permanent damage; will void your warranty, and may cause ripples in sheet goods, or movement and shifting in other products. Improper maintenance can cause vinyl floors to dull or the surface to look smudged and smeared. One common concern is bubbles that appear in a newly installed sheet vinyl floor, these bubbles are a normal bi-product of the off-gases released by the adhesive. They will go away with time and a controlled temperature. Sheet vinyl patterns that contain no straight-line grout pattern will have seams that will be more visible. Marmoleum is a natural product that will change color through a process called ambering, it will also show differences in color where furniture covers it. On vinyl flooring, abrasion, ripping or gouging is very common when customers move their own appliances. Please ask your sales consultant for advice on how to properly move appliances on all vinyl flooring products, or have SFC do it for you! Keep in mind that vinyl might yellow from use of rubber-backed rugs. SFC is not responsible for damage to any Luxury vinyl or sheet vinyl floors caused by lack of, or improper maintenance. Floating floors will move with temperature and humidity fluctuations, this is normal and should be

expected. It is the customer's responsibility to maintain recommended, and consistent, climate control. Please refer to the appropriate product care and warranty document, for a detailed list of care guidelines, and warranties and exclusions specific to your vinyl flooring product.

Ceramic/Porcelain Tile:

Tile is the most diversified group of floor/wall covering. For those who want the freedom to create from imagination, tile is the artist's choice. Tile is a classic flooring that has many strong qualities: it is waterproof (some tile can be used in pools & exterior applications), dent & scratch resistant, and has a strong resale value, just to name a few. There are differences between tile, such as finish, density, slip resistance, and recommended applications. Tile samples and the actual tile installed on your job can have color and texture variations due to production runs. Trim pieces will coordinate, and may not match the rest exactly, due to being produced in separate runs. Tile quality is subjective to manufacturing features, not all are produced alike, the appearance of the finished installation can be influenced by your selection. Please consult carefully with your sales consultant, when choosing your tile. Many newer grout options do not require the application of grout sealer however, you should discuss this with your salesperson to be sure. Some tiles have tile trim options available, while others may require the use of edge moldings.

Natural Stone:

Natural stone is a rock solid investment that, with proper care, should give you many years of lasting beauty. The type of stone affects the density, color variations, acceptable applications, and many other things. SFC has a natural stone care guide available upon request. The stone guide explains proper maintenance in detail. It is important to remember that variations exist in all natural products and the variation in color and texture can be extreme in some stones. The stone installed will be different in color and texture from the sample. This is due to variations in natural stone. Upon request, SFC can arrange for customer to approve material prior to installation. Once materials are installed, there will be no changes due to natural stone variations. Please check with your sales consultant for more details. Natural stone should be sealed along with grout for ease of maintenance. This is an additional service SFC can price out for you. Veins may appear as cracks in the stone, but are natural and should be expected. Granite and marble have natural fissures that appear to be scratches in the finish, and they can continue to appear during installation and acclimation.

Grout:

SFC will determine the size of grout spacing used unless a specific joint size has been requested in writing. Grout color is to be specified during the selection process. Final grout shade may vary due to differing job site conditions. SFC does offer tile & grout sealing, if or when needed, ask your salesperson for cost. Due to settling while curing, grout may need to be touched up because of cracking or gaping, SFC will do one grout touch up within the first year. After that the homeowner is responsible. All caulking will need to be maintained by the homeowner. Clean tile with a manufacturer recommended product. Bleach products can destroy grout. Efflorescence is a mineral deposit that sometimes leaches or migrates to the surface of the grout or natural stone. These minerals occur naturally as part of the portland cement which is mined and processed from the ground, they can be present in the natural stone itself. Additional minerals can also come from the water source used with the grout or adhesive; or the water used to clean during maintenance. Chemicals are placed within the grout to minimize the effects of efflorescence, but efflorescence cannot be totally eliminated. Although it can be unsightly, mineral deposits can usually be removed with proper washing using a mild acid solution.

Maintenance & Warranties:

All product warranty and care guides are available upon request. They are usually also available online. Please ask your salesperson to help identify your specific flooring literature. Please visit our website at www.sergenians.com for general maintenance information. It is your responsibility to become familiar with and follow the manufacturer care and warranty guidelines.

Design Layout:

Custom layout of materials needs to be discussed, and the design concept reviewed, and initialed during the selection process.

I certify that I have read and understand the Sergenian's Floor Coverings Product Disclosure Form

Customer Initials

Date