



Thank you for choosing Columbia Floors!

Now That You Have Placed Your Order, Here Is What To Expect:

- Once we received your deposit, we will order the materials
- Once your materials arrive, we will call you to schedule the install
 - Please let us know when we call to schedule if there are any special instructions such as a lock box code, garage door code, front gate code, parking locations, etc.
 - *If you are in a condominium, please refer to the 'Condo Checklist', sent separately*
 - *If you did not receive, please request it be sent*
- We give a 2-3 hour window for the installers, depending on your location, typically they arrive between 8-10am or 8-11am

Prior To The Installation

- We do not disconnect stove gas lines or refrigerator water lines; however, we can move the stove and refrigerator once disconnected
- The installers only move the large pieces of furniture, you are responsible for moving any small items such as knickknacks, table lamps, pictures on the wall, etc.
 - You may leave items inside dresser drawers; they can move the drawers before moving the dresser
 - Please do not use the beds to stack belongs, also please remove bedding if we are installing in bedrooms, often the beds are turned on their sides during installation
 - Don't forget the closets
- Although our installers will hang plastic / drop cloths in and around the area they are installing, dust still finds a way. You may wish to consider as an additional precaution:
 - Place a blanket over the air return
 - Cover décor, photos, furniture, and accessories in the parts of the house not being installed
 - Cover any remaining upholstered furniture with sheets
 - Remove live and dried plants
- If you are having **solid hardwood** floors installed, we will need to deliver the materials at least one day before the installation for the materials to acclimate
 - The materials need to be inside the house, the materials **CANNOT** be left in a garage, carport, or shed
- If we are installing a hard surface over existing flooring, be sure that your doors will still open and close properly, if not, arrange to have them adjusted
 - We do not offer this service



BULLDOG FLOORING, LLC
Trading as Columbia Floors, LLC



Secure Your Fur Babies

- Make sure your pets are secure in a room or even have a neighbor pet sit for a while
 - The sound of a buzzsaw or nail gun can frighten them and cause anxiety
 - Keeping them away from installers and the prep area will help to ensure the job is done as quickly as possible without interruptions

Installation Day Has Arrived

- The balance is due on the **first day** of installation
- Please walk thru with the installer prior to the install
- Please do a walk thru when the job is completed

After The Installation

- We would love to see pictures of your fur babies on your newly installed floors
 - We like to post pets on our social media
- We will email you a paid in full invoice after install is complete, also containing warranty and/or maintenance information (depending on what the manufacture provides to us)