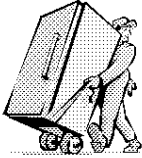


STEP AHEAD CARPET & FLOORING

A FLOOR TO CEILING[®] Interior Design Showroom



MOVING FURNITURE AND APPLIANCES



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, our installers **will not** disconnect or reconnect gas appliances.
- Our installers are not trained plumbers. If we disconnect or reconnect water pipes or drains (for example, to your toilet, dishwasher, sink, or refrigerator), we cannot be responsible for leaks, cracks, or other problems that develop after reinstallation.
- We strongly recommend that you move any antique, fragile, or valuable furniture yourself before the installers arrive.
- 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.
- 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 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 and waterbeds, 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.
- Our installers will only move items specifically listed on your invoice. If you have not told your salesperson about all the items to be moved, there may be additional charges applied to your invoice.

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