



Solomons
Flooring

THE SULTANS GUIDE TO A HAPPY INSTALLATION

For the happy, hassle free installation of your new floor coverings, there are just a few details we would like to share with you.

THE DAY PRIOR TO INSTALLATION

On the day prior to installation, we will contact you to ensure everything is ready and advise on the arrival of our installation team. We will re-confirm all your details and aspects on the job with you to ensure a smooth and happy installation.

FINAL PAYMENT

Unless other arrangements are in place, final payment needs to be made prior to installation. Your store will call you 24 – 48 hours prior to your installation date, to arrange final payment from you.

COVID-19

The safety of our installers and yourself is crucial. We ask that you let us know 24-48 hours prior to installation if yourself or any members of your home or commercial property have:

- ❖ Returned from overseas within the past 14 days?
- ❖ Is anyone self-isolating in the premises?
- ❖ Had any contact with any confirmed cases of COVID-19 in the past 14 days?
- ❖ Is anyone showing any of the typical COVID-19 symptoms?

If the answer to these questions is no to all, the installation can proceed. To comply with the current Australian and/or State Government social distancing rules, we ask that a maximum of only one person is at home during the installation, or ideally, no one at all.

If you answer yes to any of the above questions, you will understand that we will need to reschedule the installation until such time that it is safe to enter the premises.

IN-HOME PREPARATION

Who is moving furniture from the room/s? If the Solomons installation team is moving the furniture, please follow these important rules below:

Please remove items from the rooms/areas to be installed.

It is important that you:

- ✓ Ensure all breakables and personal items are moved.
- ✓ All small items are moved e.g. lamps, alarms clocks, figurines.
- ✓ Display cases/cabinets emptied.
- ✓ Bookcases emptied.
- ✓ If installing to robes, floor areas need to be cleared.
- ✓ Strip beds and remove linen.
- ✓ Unplug all electrical equipment i.e. TV, Foxtel, Home Assistant's etc.
- ✓ Remove personal items from dressing tables.

REMOVAL OF OLD FLOOR COVERINGS

If agreed with Solomons at the time of signing the contract, the Solomons installation team will take up and remove your old floor coverings. If removing yourself, please leave the existing smooth-edge that runs the perimeter of the area intact.

Please remember that the sub-floor has to be flat to allow for correct installation of new flooring. This is particularly the case with vinyl and floating floor systems. Should you be taking up any existing floor coverings and have concerns about the sub-floor, it would be greatly appreciated if you would let us know prior to installation, so we can best advise next steps.

THE DAY AFTER YOUR INSTALLATION

- ❖ We will contact you the day after your installation to congratulate you and answer any questions you may have with respect to your new flooring. This opportunity is taken to thank you for choosing Solomons and we trust that you will choose us again and refer your family and friends.
- ❖ Our installers will leave your new flooring as tidy and clean as possible. Within the first few days your carpet will need a thorough vacuum to remove any residual debris left as a result of the installation process. As a result of the manufacturing process and the nature of certain yarns, you may experience 'balls of fluff' and what appears like pile 'coming away'. No need for concern as this is quite normal. Simply remove as they appear. It is also quite normal for the odd 'tuft' to rise above the general surface level of your new flooring. Do not pull these as they may 'unravel' and leave a hole. Simply trim with a pair of scissors. Both these natural phenomena may occur for a period after the installation.

SOME TIPS ABOUT YOUR NEW FLOORING

Due to variation in lighting conditions and the surrounding décor, the colour of your new flooring may vary slightly from the original sample. Most products lighten up a little in bigger areas.

In most homes, carpet seams are inevitable and visible. Despite the professional ability of our installation team, this may be the case. The level of visibility will vary dependent upon the style and/or colour, and lighting and direction of the product.

Seams/joins will not affect the durability of your new floor.

Due to the nature and manufacturing processes, some tone-on-tone and printed products are impossible to pattern match perfectly.

DOOR CLEARANCE

The door to floor clearance needs to be sufficient to accommodate your new flooring.

Unfortunately, our installation team may not be qualified to make any necessary adjustments. Please let us know prior to installation if you have any concerns.

There's magic in a Solomons store!