
S & G CARPET
and more

www.sgcarpet.com



Where Quality is Affordable.™

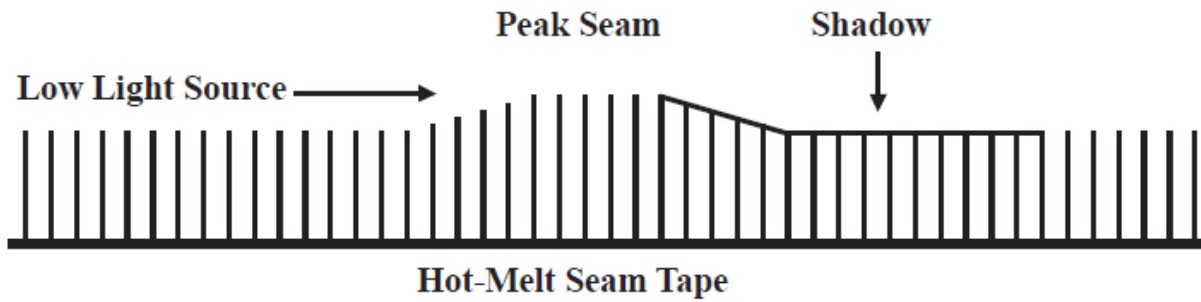
Warranty & Maintenance

Carpet, Hardwood, Laminate, Vinyl, Waterproof Core

Non-Owner Occupied

Day of Installation Notes

- All furniture and appropriate appliances should be moved out of the installation area. Furniture and appliance moving are available at an additional charge, the customer is responsible for moving all knick-knacks.
- S&G will not move or disconnect electronic equipment.
- S&G Carpet and More is not responsible for cutting doors. Sometimes doors will need to be trimmed because of the height of the new flooring.
- Realize that touch-up putty and painting will be needed if the installer has removed and replaced your existing baseboards. S&G does not provide that service.
- There should be proper ventilation and access to electricity to ensure the completion of your installation.
- Installation, pull-up, and prepping of existing floors will cause dust, be advised that some dusting will be required by the home owner.
- Expect some noise during installation such as power tools and hammers.
- It is expected that the residents will stay off the new flooring during the night of installation, to allow glues and sealers to dry.
- Sunlight will: highlight seams, patina hardwood floors, and burn or fade vinyl floors.
- All hard surface floors should be protected from rolling chairs by using a good quality floor protector.
- S&G recommends not using a floating floor installation in homes where wheelchairs (or other heavy mobility aids) are used.
- Your installer may change the layout of your job in order to put the seams in the best possible places.
- S&G is not responsible for cutting doors. Sometimes doors will need to be trimmed because of the height of the new carpet.
- New synthetic backs are mold and mildew resistant and stronger. However, these stronger backs are stiffer and may scratch or scuff painted or wood baseboards.
- Moisture is taken out of the carpet in the manufacturing process. It may take up to 8 weeks for the carpet to "blossom" to feel as full as the store sample.
- There should be proper ventilation and access to electricity to ensure the completion of your installation.
- Some smooth texture, dense pile carpets show seam peaking to a noticeable degree. It is the nature of carpet installation and cannot be avoided. However, the peaking will decrease with time and traffic. So, the new seams are at their worst when first installed.
- Seams on loop and some pattern carpets will be noticeable forever.
- Not all vacuums work on soft yarn carpets.
- All jobs are C.O.D. unless terms have been set up prior



Non-Owner-Occupied Warranty

We agree to repair or replace any or all of our work, that is determined to be defective in its workmanship or materials within a period of one (1) year from the date of substantial completion of your project without any expense to the Owner. The guarantee/warranty does not cover ordinary wear and tear, and unusual abuse, neglect, or acts of nature.

This non-owner-occupied warranty covers carpet and hard surface installation. To properly maintain your flooring, please visit this link for proper care and maintenance:

<https://www.sgccarpet.com/wholesale-divison/#warranties>

For warranty questions, please contact your sales rep.



Carpet Care and Maintenance

Vacuum once per week for each person in the home. Make 4-5 passes with a vacuum over each area. Vacuum in different directions. The beater bar should just barely flick the top of the carpet.

Remove spills quickly. Staining is a function of time and temperature. The hotter and/or longer a spill is left on a carpet, the greater the chance it will become a stain. No carpet is stain proof.

Professional cleaning using hot water extraction method, sometimes called steam cleaning, is required to be done at least every 12-18 months by a professional with a truck mounted machine. Please keep your receipts as proof of cleaning, as it is a requirement of proof on any claim.

Proper vacuuming and professional annual cleaning will help the overall appearance, durability and longevity of your new carpet. Lack of proper maintenance will ensure premature wear, untwisting of the yarn tufts and dissatisfaction of your product, and void the warranties.

Your stain resistant carpet will lose some of its stain resistance over time and cleaning. Therefore, after your carpet has been installed for 15 years you may consider adding an aftermarket stain protectant applied by a certified IICRC professional carpet cleaner.

S&G Carpet Cleaning

S&G Cleans Carpet, Tile, and Furniture

Call or Text

(866) 824-0024

Hardwood Floor Care and Maintenance

All wood floors will show some wear over time, but if you follow the care and maintenance guidelines your hardwood will last far beyond the warranty. The following guidelines are considered reasonable and necessary maintenance that you should expect to perform. This is not an all inclusive list. All hardwood floors are vulnerable to moisture and will scratch, gouge and lose gloss level over time.



1. Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
2. Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
3. Remove spills promptly using a clean soft cloth. Moisture left sitting on top of your floor will damage the wood.
4. Never mop or flood your floor with water or other products. This can severely damage the flooring and damage from these actions will not be covered under any warranties. Do not use the hardwood cleaning machines or steam machines.
5. Use the Bona® hardwood floor cleaner with a mist sprayer. Use a cleaning tool with a soft white cotton head to wipe the floor. Be sure to change the head often to get all the soil off the floor. Always clean in both directions.
6. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since the warranties do not cover damage caused by these non-recommended products.
7. Do not use products that are a 2-in-1, cleaner/polish, they may contain urethane or acrylics that may damage the finish.
8. Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them when needed.
9. Keep your pets' nails trimmed and paws clean; free from dirt, gravel, grease, oil, and stains.
10. Remove shoes with spiked heels or damaged heels before walking on the floor.
11. Use a dolly and protective sheets of plywood when moving heavy appliances, furniture or objects.
12. Make certain furniture casters are clean and operate properly, and are at least 2" in continuous width, (3" is needed for persons over 250lbs.)
13. Rolling Chairs will damage your hard surface flooring, therefore you must use plastic floor protectors.
14. Wheelchairs and electric scooters are not recommended to be used on floating floors.
15. Exposure to the sun and UV rays accelerate the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species are more susceptible to color change during the aging process. Warranties do not cover damage from the sun and UV rays.

Waterproof Core Floor Care and Maintenance

All waterproof core flooring is susceptible to scratches, gouges and gloss reduction. However, if you follow the care and maintenance guidelines your waterproof core floors will last far beyond the warranty. This is not an all-inclusive list.

1. Sweep, dust mop, or vacuum regularly to reduce loose dirt and grit. Do not use treated dust mops or a vacuum with a beater bar head.
2. When moving heavy objects or furniture, always protect your floor by using plywood or other approved methods to prevent damage.
3. Occasionally, deep clean the floor using a properly diluted Neutral pH cleaner in cool water or ready to use spray cleaner that will not leave a residue, such as Bona® Professional Series Stone, Tile, and Laminate Cleaner in a premixed spray bottle.
4. Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
5. Rolling chairs, wheelchairs, and scooters will damage your flooring and should not be used on waterproof floors.
6. Remove spills promptly using a clean, soft cloth.
7. Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
8. Over time, floors may begin to lose luster and may require an application of floor polish. Use only warranty approved products and follow label instructions. More drying time may be required for high traffic areas.
9. Do not use products that are 2-in-1, cleaner/polish; they may contain urethane or acrylics that may damage the finish.
10. Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace when needed.
11. Make certain furniture casters are clean and operate properly, and are at least 2" in continuous width, (3" is needed for persons over 250lbs.)
12. Remember, waterproof products should only be installed indoors, in a climate-controlled environment.
13. For commercial applications, wear warranty is a "walk" warranty only. Heavy loads should not be rolled across the floor; it can damage the locking mechanism.

Laminate Floor Care and Maintenance

All laminate floors are susceptible to moisture and scratching. However, if you follow the proper care and maintenance plan your laminate floor will last longer than the warranties. The following guidelines are considered reasonable and necessary maintenance that you should expect to follow. This is not an all-inclusive list.

1. Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your laminate floor.
2. Dust, sweep, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
3. Occasionally, clean the floor with the Bona® laminate floor cleaner. Use the Bona® spray bottle and a clean cotton cloth. Be sure to change the cloth often and clean in different directions.
4. For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
5. Do not wash or wet mop the floor with soap, water, oil-based detergent, or any liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation and void the warranty. Never use a steam machine or any other cleaning machines.
6. Do not use any type of abrasive cleaning products like steel wool, or strong ammoniated or chlorinated type cleaners.
7. Never use any type of buffing or polishing machine.
8. Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
9. Place protective pads beneath furniture legs and feet to reduce scratches. Replace them when needed.
10. Make certain furniture casters are clean and operate properly, and are at least 2" in continuous width, (3" is needed for persons over 250lbs.)
11. Rolling office chairs may damage your laminate floors, a plastic floor protector is required.
12. Keep your pets' nails trimmed to prevent them from scratching your new floor.

Vinyl and Luxury Vinyl Floor Care and Maintenance

All vinyl and luxury vinyl floors are susceptible to scratching, gloss reduction, gouges and moisture issues. By following these recommended procedures, you can enhance the life of your new floor for many years. This is not an all-inclusive list.

1. Use doormats outside each entrance to your home to help prevent dirt, sand, grit, and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
2. Support furniture with wide-bearing, non-staining floor protectors. The protectors should be at least 1" in continuous width and made of non-pigmented hard plastic. Non-staining felt protectors are also acceptable.
3. Sweep or vacuum your floor at least once a week or more often if needed.



4. When moving furniture or appliances across the floor use a hardboard runway to protect your floor. Even if you use a dolly, a hardboard runway should still be used.
5. Occasional cleaning will be needed when dirt builds up. Use only the manufacturers recommended cleaner or the Bona® X vinyl floor cleaner. Some of the products claim to be “rinse free”, however to prevent build up S&G recommends using a light rinse with clean water and a terry cloth mop. Never use soap or other non-approved products on your floor, it will leave a film and could void your warranties.
6. All high-gloss floors will dull overtime; most manufacturers make a recommended high-gloss polish to help restore the shine.
7. Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight cause most home furnishings to fade and discolor.
8. Keep your pets’ nails trimmed and paws clean from dirt, gravel, grease, oil and stains.
9. Make certain furniture casters are clean and operate properly, and are at least 2” in continuous width, (3” is needed for persons over 250lbs.)
10. Rolling office chairs may damage your vinyl floors, a plastic floor protector is recommended.

Return and Cancellation Policy

25% Restocking fee on all cancellations and returned material.

Only five or more boxes may be returned. Boxes must be unopened.

Only uncut stock trim pieces can be returned. You must have at least 5 stock trim pieces to qualify for return.