



# Warranty & Maintenance

(Non-Owner Occupied)

*Carpet, Hardwood, Laminate, Vinyl, Waterproof Core*  
*June 2026*



# Table of Contents

- Non-Owner Occupied Warranty .....3**
- Installation Department .....4**
  - Day of Installation Notes.....4
  - General Maintenance .....5
- Carpet Maintenance .....5**
  - Vacuuming & Professional Cleaning .....6
  - Spills & Spots.....7
- Hardwood Floor Care & Maintenance .....8**
  - Hardwood Preventative Maintenance .....8
  - Cleaning Your Hardwood Flooring .....9
- Hardwood Installation Considerations .....10**
- Luxury Vinyl Plank (LVP) Flooring .....11**
- LVP Floor Care & Maintenance.....11**
  - Cleaning Your LVP Flooring .....11
  - LVP Preventative Maintenance .....12
- LVP Installation Considerations .....13**
- Laminate Floor Care & Maintenance.....14**
  - Cleaning Your Laminate Flooring .....14
  - Laminate Preventative Maintenance .....15
- Laminate Installation Considerations .....16**
- Vinyl Flooring.....17**
- Sheet Vinyl Floor Care & Maintenance.....17**
  - Cleaning Your Vinyl Flooring .....17
  - Vinyl Preventative Maintenance.....18
- Vinyl Installation Considerations.....19**
- Commercial & Property Management.....19**
- Return & Cancellation Policy.....19**

# 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, 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 care and maintenance:

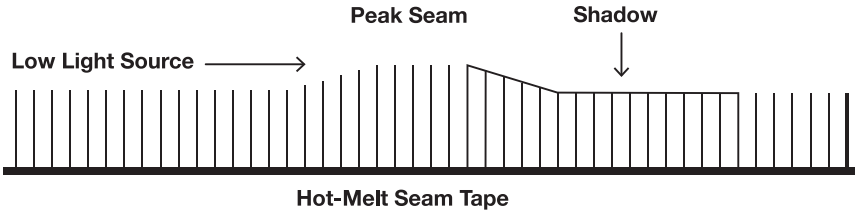
[sgcarpet.com/wholesale-division/#warranties](https://sgcarpet.com/wholesale-division/#warranties)

For warranty questions, please contact your sales rep.

# Installation Department

## DAY OF INSTALLATION NOTES

- 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.
- All furniture and appropriate appliances should be moved out of the installation area. Furniture and appliance moving are available at an additional charge. Customers are responsible for moving all knick-knacks.
- S&G will not move or disconnect electronic equipment.
- Your installer may change the layout of your job in order to put the seams in the best possible places.
- 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.
- The installer will need adequate room to unroll and cut the carpet; usually, the driveway or garage works best.
- 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 and carpets should be protected from rolling chairs by using a good quality floor protector. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- S&G recommends not using a floating floor installation in homes where wheelchairs, electric scooters, or other heavy mobility aids are used.



- 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. S&G is not responsible for touch-up painting in the event of scratches or scuffing to baseboards. With any flooring project, new baseboards are always recommended for the best finished results (freshly painted base requires proper curing times to help minimize scathching).
- Some smooth-textured, 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 a loop and some pattern carpets will be noticable forever.
- All carpet will show footprints and vacuum marks; however, loop carpets will help minimize their apppearance.
- Moisture is taken out of the carpet in the manufacturing process, It may take up to 8 weeks for the carpet to “blossom” and feel as full as the store sample.
- Not all vacuums work on soft yarn carpets.
- All jobs are C.O.D.

# Carpet Maintenance

## GENERAL MAINTENANCE

- Use Entrance Mats.
  - o Place mats inside and outside of your entrances to trap soil before it can be tracked into your home.
- Vacuum Regularly.

- You can never vacuum too often. Manufacturers recommend a vacuum with a properly set beater bar, one that will raise the pile while it removes soil.
  - You should be vacuuming your home 1x per week for every person or pet in the home. For example, if you have a family of four with two dogs and a cat, you should be vacuuming 7 times per week, particularly in high traffic areas where the whole family is regularly.
- Blot Up Spots Immediately.
  - Immediate attention to spills and spots will make removal easier. Follow Spot Removal Instructions recommended by the yarn manufacturer.
- Clean Regularly.
  - Clean your carpet before it shows traffic patterns. Soil particles can damage your carpet yarns. Follow recommended cleaning procedures to prevent voiding your warranty. Professionally clean your carpets with hot water extraction at a minimum of every 12-15 months.
- Remember, a spot is not a stain. Stains cannot be removed and have permanently dyed the fiber of the carpet.
- Spots can be cleaned and will come out with the correct treatment. Often, you won't know if it's a spot or a stain until you try to clean it. Spots can become stains if left untreated for too long.
- Staining is essentially dyeing the carpet another color.

## VACUUMING & PROFESSIONAL CLEANING

- The ideal vacuum has an adjustable beater bar.
- The beater bar should be adjusted so it's just barely flicking the top of the carpet fibers.
  - Its purpose is to shake the fibers so dirt falls loose and can be vacuumed up.
  - It's not made to dig into the carpet fibers and "scrape" dirt off; this scratches your carpet fibers and dulls the color.
- If you have soft, plush carpet, avoid the ultra-powerful vacuums; they are too strong and will wear out your carpet fibers faster than normal wear and tear. That much suction is not necessary to clean your carpet.
- Vacuum once per week for each person and pet in the home.

- Make 4-5 passes over each area.
- Alternate direction when vacuuming. For example, if you went north/south the last time you vacuumed, go east/west the next time.
- Professionally clean your carpets with hot water extraction at a minimum of every 12-15 months. Schedule a cleaning as soon as they start looking dirty – you can never clean your carpet too soon.
- Waiting too long can cause permanent damage to the fibers, such as loss of tip definition and micro-scratching of the fibers, which makes the carpets look worn or matted.
- To maintain your warranty, it is required to maintain all cleaning receipts.
- Deep cleaning your carpet refreshes the fibers and pulls dirt and oils out of the carpet that dry vacuuming simply can't do.
- We do NOT recommend using a DIY steam cleaning machine. Most of these machines are not cleaned between uses, and they don't perform as well as a professional truck-mounted hot water system.
- 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 with your product, and void the warranties.

## SPILLS & SPOTS

- Remove spills as quickly as possible to reduce the chances of staining.
  - o Staining is influenced by how long the spill is on the carpet and the temperature of the environment. If something is hot and on there for a long period of time, it is more likely to stain than something cold, and on there for a short period of time.
- No carpet is stain-proof.
- All modern carpets are treated with stain resistance when manufactured.

# Hardwood Maintenance

## Hardwood Floor Care & Maintenance

All wood floors will show some wear overtime, 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, dent and lose gloss level over time. Wood floors will expand and contract seasonally.

### HARDWOOD PREVENTATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean, free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).
- 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. The word used to describe this gradual change

over time is “patina.” 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.

## CLEANING YOUR HARDWOOD FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done once per week per person or pet in the home. For example, if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped or vacuumed every day of the week.
  1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.
- Remove spills promptly using a clean, soft cloth. Moisture left on the floor will damage the wood.
  1. Dried spots should be removed by gentle agitation with damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for hardwood flooring. We recommend Bona® Hardwood Floor Cleaner.
  1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
  2. Be sure to change the cloth as it becomes soiled and clean in different directions.
  3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.
  4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral, and the warranties do not cover damage caused by these non-recommended products.
  5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.

6. 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.
7. Wood and water are not a good match.
8. Do not use the hard surface cleaning machines, steam machines, or any type of buffing or polishing machine.

## Hardwood Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼” or 6mm.
- 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.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.
- All flooring requires climate control, the flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.
- Subfloor moisture can damage your wood flooring and may not be present at the time of the installation. It can arrive or appear later due to excessive moisture, heavy rain, landscaping changes or issues, drainage problems, house settling, slab cracks or a natural higher-water table. Subfloor moisture is not covered under any warranties.

# Luxury Vinyl Plank (LVP) Flooring

## LVP Floor Care & Maintenance

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

### CLEANING YOUR LVP FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done one time per week per person or pet in the home. For example if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped, or vacuumed every day of the week.
  1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.
- Remove spills promptly using a clean, soft cloth. Even though the flooring is waterproof against household level accidents, it's best to wipe up spills and moisture as soon as possible.
  1. Dried spots should be removed by gentle agitation with a damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for flooring. We recommend Bona® Hard Surface Floor Cleaner for Vinyl & LVT, Stone & Tile, and Laminate.
  1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
  2. Be sure to change the cloth as it becomes soiled and clean in different directions.

3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.
4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral and the warranties do not cover damage caused by these non-recommended products.
5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
6. 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.
7. 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.
8. Do not use the hard surface cleaning machines, steam machines, or any type of buffing or polishing machine.

## LVP PREVENTATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean, free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).

# LVP Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼” or 6mm.
- 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.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.
- All flooring requires climate control, the flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.
- Subfloor moisture can damage your LVP flooring and may not be present at the time of the installation. It can arrive or appear later due to excessive moisture, heavy rain, landscaping changes or issues, drainage problems, house settling, slab cracks or a natural higher-water table. Subfloor moisture is not covered under any warranties.

# Laminate Flooring

## Laminate Floor Care & 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.

### CLEANING YOUR LAMINATE FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done once per week per person or pet in the home. For example, if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped or vacuumed every day of the week.
  1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.
- Remove spills promptly using a clean, soft cloth. Even if you have a limited waterproof warrantied laminate, spills and accidents must be wiped up or cleaned within 24 hours. Standing water, floods, and excessive moisture will damage all laminate floors and is not covered under any warranty.
  1. Dried spots should be removed by gentle agitation with a damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for flooring. We recommend Bona® Hard Surface Floor Cleaner for Vinyl & LVT, Stone & Tile, and Laminate.
  1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.

2. Be sure to change the cloth as it becomes soiled and clean in different directions.
3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.
4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral and the warranties do not cover damage caused by these non-recommended products.
5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
6. 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.
7. 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.
8. Do not use the hard surface cleaning machines, steam machines, or any type of buffing or polishing machine.

## LAMINATE PREVENATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean, free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Replace them as needed.

- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).

## Laminate Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- 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.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.
- Subfloor moisture can damage your laminate flooring and may not be present at the time of the installation. It can arrive or appear later due to excessive moisture, heavy rain, landscaping changes or issues, drainage problems, house settling, concrete slab cracks, or a natural higher water table. Subfloor moisture is not covered under any warranties.
- All flooring requires climate control, the flooring should have a consistent temperature of 60–85 degrees before and after installation. All flooring requires the humidity to be maintained; the flooring should have a consistent humidity of 35%–65% before and after installation.

# Vinyl Flooring

## Sheet Vinyl Floor Care & Maintenance

All vinyl floors are susceptible to scratching, gloss reduction, gouges, dents 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.

### CLEANING YOUR VINYL FLOORING

- Sweeping, dust mopping, or vacuuming reduces loose dirt and grit that can damage the surface of your floors. This should be done one time per week per person or pet in the home. For example if you have a family of four with two dogs and one cat, the floor should be swept, dust mopped, or vacuumed every day of the week.
  1. If you vacuum, the head should be a brush or felt type, without a beater bar. If you have a beater bar it should be lifted so it is not scraping the floor as you vacuum. Be certain the wheels of the vacuum are clean and not carrying grit that could scratch the finish of the flooring.
- Remove spills promptly using a clean, soft cloth.
  1. Dried spots should be removed by gentle agitation with a damp cloth. Blot dry.
- Occasionally deep clean the floor using a PH neutral cleaner specifically formulated for flooring. We recommend Bona® Hard Surface Floor Cleaner for Vinyl & LVT, Stone & Tile, and Laminate.
  1. Spray the cleaning solution onto a clean cotton or microfiber cleaning pad or cloth. This is preferred over spraying directly onto the floor as it will properly saturate the cleaning cloth or pad.
  2. Be sure to change the cloth as it becomes soiled and clean in different directions.
  3. Do not use any type of abrasive cleaning products like steel wool or an aggressive sponge.

4. Never use oil soaps, liquid or paste wax products, or other cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. These are not PH neutral and the warranties do not cover damage caused by these non-recommended products.
5. Do not use products that are a 2-in-1 cleaner/polish, they may contain urethane or acrylics that may damage the finish.
6. 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.
7. Do not use steam machines, or any type of buffing or polishing machine.

## VINYL PREVENTATIVE MAINTENANCE

- Use dirt-trapping walk off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Keep your pets' nails trimmed and paws clean; free from dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked heels or damaged heels before walking on the floor.
- Rolling chairs, wheelchairs, heavy mobility aids, and scooters will damage your flooring surface. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.
- When moving heavy objects or furniture, use a dolly and protect your floor by using plywood or other approved methods to prevent damage.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. The protectors should be at least 1" in continuous width. Replace them as needed.
- Make certain furniture casters are clean, operate properly, and are at least 2" in continuous width (3" is recommended for persons over 250lbs).

# Vinyl Installation Considerations

- Rolling traffic such as, but not limited to, wheelchairs, electric scooters, or heavy mobility aids are not recommended to be used on floating floors. They will break the locking mechanism and cause separation.
- Rolling chairs such as office chairs need to be placed on tempered glass chair mats. Mats need to be a minimum thickness of ¼” or 6mm.
- 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.
- Remember, our products should only be installed indoors, in a climate-controlled environment. These floors are not suitable for outdoor patios or sunrooms.

## Commercial & Property Management

Commercial and Property Management installation both carry a 1 year installation warranty when hiring S&G Carpet and More to do the installation. Most commercially rated floors do come with a manufacturer’s warranty that will differ depending on the product and manufacture. The commercial warranties are usually available on the manufacturer’s website. However, most residential products, like cut pile carpet, do not carry a warranty when installed in a non-homeowner setting. Commercial floors do not have corresponding moldings, generally most moldings or transitions are a generic black or brown rubber.

## Return & Cancellation Policy

A 50% restocking fee will be applied to all cancellations and returned materials. The cancellation policy also applies to S&G Stock wall carpets. All returns or cancellations must be done within 30 days of the original purchase.