

FALCON CARPET SERVICES, INC.

2766 ELLIOTT DRIVE, TROY, MI 48083

(248) 585-8780 FAX (248) 585-8786

Commercial Industrial Residential

Dear _____,

Unit # _____

We have scheduled replacement of your carpet for _____. There is no guarantee what time they will arrive, but for a morning appointment you can expect the installers between 9:00 a.m. and 12:00 p.m. and an afternoon appointment between 12:00 p.m. and 5:00 p.m. If you are not ready when the installers arrive, the installation will not be done and **you will be charged a \$75.00 trip charge.**

A 48 hour cancellation notice is necessary to avoid a trip charge. The installers can't reschedule the installation date. Please call our office for scheduling questions.

Below is a list of instructions that will help you prepare for installation. **The carpet installers will not install your carpet unless you have prepared as specified below:**

1. Remove all pictures and items on the walls. The installation can cause vibrations when kicking the carpet into place and can cause wall items to fall. It is best to box them up and put them on the top shelf in a closet or storage area.
2. Remove all small items and store during installation, including plants and small furniture, knick knacks, glass and fragile items from each room.
3. Empty all china cabinets, curio cabinets and bookcases. These items will not be moved unless they have been emptied.
4. Remove all lamps, radios, and clocks etc. that are on top of furniture or on the floor.
5. Remove any and all valuables and heirlooms prior to installation.
6. Remove all linens from beds. Beds that are connected to wall units must be broken down. The installer may charge you to move large wall units. Water beds must be drained. If dressers are extra heavy, the drawers should be pulled out so they can be moved separately. The installers will handle mirrors with care, but will not be responsible for them.

7. Remove all clothing hanging low in the closets or ensure they are pinned up sufficiently for complete access.
8. Remove any electrical items, equipment, appliances; computers, TV's, stereos. If they are moved by the installer, it will be at the expense and risk of the residents.
9. There is a \$50.00 charge to move organs, pianos or hospital beds. Large wall units, exercise equipment, freezers and big screen TV's, may also be subject to additional charges.
10. Falcon Carpet will not be responsible for broken or damaged items that should have been moved by the resident. Our installers move items with great care, but we cannot assume the responsibility for damage to items that are the sole responsibility of the resident.

Please sign and return this form to the office stating that you have read and understand the preparations for new carpet.

Your installation will not be performed unless we receive a signed copy of this letter at least 24 hours prior to the scheduled date.

Resident's Signature/Printed Name

DATE

Acknowledged by Property Name/ Signature

If you have any questions, please do not hesitate to call.

Thank you,

Falcon Carpet Services, Inc.