



****NATURAL STONE INSTALLATION ****

BASIC INSTALLATION INCLUDES:

- LIGHT FLOOR PREPARATION
- REMOVAL & DISPOSAL OF EXISTING FLOORING, IF SPECIFIED
- INSTALLATION OF PROPER UNDERLAYMENT, IF SPECIFIED
- THOROUGH CLEAN UP OF JOB SITE!

HILLMAN FLOORING DOES NOT DO THE FOLLOWING:

- MOVE BREAKABLES, HEIRLOOMS, ANTIQUES, ETC.
- DISCONNECT AND/OR RECONNECT WIRES FOR ELECTRONICS
- RELOCATE APPLIANCES OR FURNITURE TO OTHER AREAS OF THE HOUSE

BEFORE YOUR INSTALLATION, PLEASE REMEMBER ☺

- REMOVE & STORE ANY BREAKABLES, LAMPS, VASES, MIRRORS, WALL HANGINGS AND OTHER VALUABLES
- DISCONNECT & REMOVE ALL ELECTRONIC EQUIPMENT: TV'S, STEREOS, AND COMPUTERS

NATURAL STONE CHARACTERISTICS☺

- NATURAL STONE COLORATION IS INHERENTLY VARIABLE. IT IS TRULY A ONE-OF-A-KIND PRODUCT. NO TWO PIECES ARE ALIKE – EACH PIECE HAS ITS OWN VARIATION IN COLOR, VEINING, HARDNESS, TEXTURE & POROSITY. ALL OF THESE CHARACTERISTICS ADD TO THE BEAUTY OF NATURAL STONE. YOU ARE GUARANTEED A UNIQUE FLOOR WITH PERSONALIZED CHARACTER WHEN CHOOSING NATURAL STONE FOR YOUR INSTALLATION.
- PLEASE BE AWARE THAT YOUR ORDER OF NATURAL STONE WILL TYPICALLY HAVE VARIATION IN COLOR AND TEXTURE FROM THE SAMPLES IN OUR SHOWROOM.
- ALL CUSTOMERS MUST NOTIFY HILLMAN FLOORING & DESIGN STAFF IMMEDIATELY IF HE/SHE IS UNHAPPY WITH THE STONE ORDER RECEIVED. IT IS HIGHLY RECOMMENDED THAT CUSTOMERS VIEW THEIR STONE ORDER UPON ARRIVAL PRIOR TO INSTALLATION IN ORDER TO ASSURE CUSTOMER SATISFACTION.

DURING YOUR INSTALLATION, PLEASE BE AWARE OF THE FOLLOWING ☺

- INSTALLATION TIMES MAY VARY DEPENDING ON THE SIZE & SCOPE OF YOUR PROJECT
- CHILDREN & PETS SHOULD BE KEPT AWAY FROM THE WORK AREA
- ADHESIVES USED FOR INSTALLATION CAN PRODUCE STRONG ODORS
- REMOVING EXISTING FLOORING, CUTTING MATERIAL AND SUBFLOOR PREPARATION CAN INFILTRATE OTHER PARTS OF YOUR HOUSE, RUGS, DRAPERIES OR OTHER UPHOLSTERED FURNITURE; WE WILL, HOWEVER, TRY TO KEEP DUST TO A MINIMUM
- WHILE OUR INSTALLERS WILL DO THEIR BEST TO AVOID ANY DAMAGE, SOMETIMES SMALL SCUFFS OR SCRATCHES CAN OCCUR ON WALLS, BASEBOARDS, AND TRIM DUE TO THE GENERAL DEMOLITION AND INSTALLATION PROCESS. PLEASE UNDERSTAND THAT LIGHT TOUCH-UP PAINT BY HOMEOWNER MAY BE NECESSARY AFTER COMPLETION.

AFTER YOUR INSTALLATION:

- SEALING IS HIGHLY RECOMMENDED ON ALL NEWLY INSTALLED NATURAL STONES. STONE SEALERS ARE DESIGNED TO PENETRATE THE STONE LEAVING A NO-SHEEN, NATURAL LOOK AND PROVIDE PROTECTION FROM LIQUIDS AND DIRT THAT WOULD OTHERWISE ABSORB INTO AND STAIN THE STONE.
- VARIOUS MAINTENANCE PRODUCTS ARE AVAILABLE TO ENHANCE AND HIGHLIGHT THE CHARACTER AND BEAUTY OF THE STONE WHILE SEALING AT THE SAME TIME. ASK US ABOUT THE APPROPRIATE SEALER FOR YOUR STONE APPLICATION.
- HILLMAN FLOORING & DESIGN CAN PROVIDE SERVICES TO SEAL STONE FOR AN ADDITIONAL CHARGE.

WE AT **HILLMAN FLOORING & DESIGN** ARE PREPARED TO MEET & EXCEED YOUR EXPECTATIONS. WE STRIVE TO PROVIDE THE HIGHEST QUALITY IN MATERIALS & INSTALLATION. TO ENSURE OUR CUSTOMERS ARE PREPARED FOR SUCH A DETAILED PROCESS, WE WANT TO SET PROPER EXPECTATIONS SO THAT YOU ARE UP TO DATE EVERY STEP OF THE WAY. OUR GOAL IS TO PROVIDE YOU WITH SUPERIOR INSTALLATION IN A TIMELY MANNER. WE THANK YOU FOR CHOOSING **HILLMAN FLOORING & DESIGN** FOR THIS PROJECT & WE APPRECIATE YOUR BUSINESS!