

Tips For Your Store Visit

Make sure your store visit goes smoothly by going through our simple checklist below.

Before you go:

Consider drawing a simple outline of the room indicating:

- Room exits – Are their exits to the outside? Are there sliding patio doors?
- Adjoining room floors – What types of flooring will flow into this room? What are the colors?
- Sunlight and other lighting – How much natural sunlight comes in during the day, from what directions? What other light sources are in the room?
- Subfloor – What is underneath the existing floor?
(Sometimes you can pull up an in-floor heating duct to see.)
- Measurement – Measure the length and width of the room in inches or feet. Don't forget to include closets or other areas that will need Flooring

This will help you explain your new flooring needs to the salesperson.

Bring with you to the store:

- Samples – Bring swatches of furniture fabrics, draperies, bedspreads, wallpaper and paint that will remain in the room.

These will help you match floors with your décor.

Questions the salesperson may ask you:

You might think the salesperson is asking a series of personal questions, but he or she is trying to help you select a floor that performs in your household and fits with your décor.

Durability/Performance

- Is there light or heavy traffic in this room?
- What is the room used for?
- Do you have children or pets?
- How long do you want this flooring to last?
- Is there a door to the outside in the room?

Style/Appearance

- Do you have a certain color in mind?
- What are the room's lighting sources?
- What types of furnishings do you have?
- What's the style of the room? Traditional?
Contemporary? Rustic?
- What's the feel of the room? Casual? Formal?
Somewhere in between?

Questions you may want to ask the salesperson:

Estimate

- Do you charge for an in-home estimate? If so, does it apply to the cost of purchase?

Samples

- Can I take a sample home to check how the flooring will look in my room?
 - TIP - If they don't have samples, ask if they have a light box at the store, which offers more home-like lighting conditions.
 - TIP - If you do take home a sample, check it out during the day and night. Also, look at the sample on the floor, not just at eye-level.

Underlayment

- What kind of underlayment does this flooring require?
 - TIP – Your installer will advise you if your subfloor needs to be prepared with patch or leveling products, or if you require new wood underlayment. While this will add additional cost, you will dramatically increase the life and performance of your new flooring

Warranties on flooring

- What are the guarantees or warranties on the flooring?
- On the installation?

Installation – Remember, flooring installation shouldn't be scheduled until all your painting, wallpapering, or other

construction is finished. flooring should be the last part of your remodeling project.

- Does the quoted price include installation?
- If not, what are the charges and procedures for installation? (Some installation systems are more labor or material intensive than others and cost more.)
- Will the condition of my existing floor affect the cost of installation?
- Who is responsible for appliance and fixture removal and replacement?
 - TIP - If you can remove the stove, refrigerator, dishwasher, toilet, etc., you will save some money, but be sure to slide them over plywood panels, so you don't damage your flooring. You may pay extra for the installer to do it, or have to hire other professionals, like a plumber, to disconnect and reconnect a refrigerator with an ice maker etc.
- Who is responsible for removing and disposing of old my old flooring? Is there an additional fee for that?
- How quickly will my flooring be installed after I place my order?
- Will I need new moldings, wall base and toe kick guards? Or can my old ones be removed and replaced? Will this cost extra?
- Will the new flooring add height to my current floor? Will I need to shave the bottoms of doors so they'll swing

freely? Can the installer do that? Is there additional cost?

- Is your installer certified by Armstrong or a trade organization such as CFI (Certified Floor covering Installers), FCIB (Floor Covering Installation Board) or the WFCA (World Floor Covering Association)?
 - TIP - Armstrong Certified Installers are highly experienced flooring installers who are specially trained and certified to install any Armstrong and Bruce flooring product. They receive ongoing product information and support from Armstrong. They also have access to the Armstrong Installation Training Network, a nationwide system of experienced installers available to provide additional installation expertise right in your neighborhood.