

# Flooring Installation Readiness

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## Set their Expectations!

Our customers will have the best possible customer experience if they know what to expect and what they are responsible for. Explain the end to end installation process, especially furniture moving. This will be key in driving our Orange Promise especially with the increase in sales from the “All Inclusive” promotion.

## FURNITURE MOVING

THD offers standard furniture moving within the customer’s home. There will be exceptions that will require an upcharge and some items that we do not move. These items will require the customer to move prior to the day of installation.

### Customer readiness checklist:

- ☐ Clear all surfaces
- ☐ Detach and store all the wiring from TVs, computers and other electronic items
- ☐ Remove bedding and linens from beds as well as remove items under bed
- ☐ Remove pictures from walls in the installation areas and throughways to avoid damage
- ☐ Empty wall units and bookcases
- ☐ Clear closet floors and remove low hanging clothes

*\*It is important that all of these items are completed before the installer arrives*

## NON-STANDARD “SPECIALTY” FURNITURE

- ☐ An upcharge will occur to move “non-standard items” such as bunk beds, entertainment centers, exercise equipment, etc.

## FURNITURE ITEMS EXCLUDED FROM THD PROGRAMS

- ☐ Customers must make their own arrangements for large items such as pianos/organs, grandfather clocks, safes, pool tables, aquariums, marble tables, antiques/family heirlooms, pet tree houses, etc.)

*Prepare the space for the installer*



# FURNITURE ITEMS

Our flooring installers are qualified to move most furniture safely, but there are some items that require special training, tools or additional resources and will require an upcharge. Some items we cannot move and the customer will need to make arrangements to move before the installation date.

UPCHARGE	EXCLUDED
<ul style="list-style-type: none"><li>Entertainment Centers<ul style="list-style-type: none"><li>✓ Must be clear/empty with NO glass or breakables</li></ul></li><li>Wall Units<ul style="list-style-type: none"><li>✓ Up to 3 per room</li></ul></li><li>Big Screen TV (50+)<ul style="list-style-type: none"><li>✓ Must be disconnected</li></ul></li><li>China Cabinet<ul style="list-style-type: none"><li>✓ Must be clear/empty with NO glass or breakables</li></ul></li><li>Exercise Equipment<ul style="list-style-type: none"><li>✓ Single treadmills, elliptical and weight benches</li></ul></li></ul>	<ul style="list-style-type: none"><li>Grandfather Clocks</li><li>Pianos/Organs (Any Type)</li><li>Safes</li><li>Pool Tables (Any Type)</li><li>Aquarium (Any Type)</li><li>Marble Tables (Any Type)</li><li>Antiques/Family Heirlooms</li><li>Pet Tree Houses</li><li>Pianos/Organs (Any Type)</li><li>Exercise Equipment<ul style="list-style-type: none"><li>✓ Weights, bowflex, nautilus and multi-machines</li></ul></li></ul>

*\*Reminder – all electrical equipment must be unplugged/disconnected*

