



## IMPORTANT INFORMATION ABOUT YOUR FLOORING PURCHASE FROM CASA VERDE DESIGNS

**CHOOSING A FLOORING PRODUCT.** Casa Verde Designs is an authorized dealer for a number of different flooring lines, including wood, bamboo, cork, marmoleum, and natural and synthetic carpets. Each of our products comes with a specific manufacturer's warranty against material defects. As the consumer, you have responsibility for knowing about warranties and installation requirements before you place your order. We are happy to answer any questions about our products and to direct you to informational websites. We are also happy to provide answers from the manufacturer. We offer advice about using different products, but we cannot choose a flooring product for you. For an \$90 design fee (rebated with a purchase), we are happy to do a home visit and help you to consider choices and to help you measure and estimate the amount of material that you would need for your project.

Before you order any material, you need to make an informed decision about what will work best in your space. If you have any questions about what might need to be done to prepare your space for the product or how much material you will actually need, we strongly urge you to get an opinion from a general contractor or flooring installer prior to placing your order.

**SPECIAL ORDER POLICY.** Casa Verde designs does not stock flooring materials. We will try to give you accurate information about the availability of products and delivery times, but we cannot **guarantee** that the floor you choose will be available on a specific date until AFTER you have placed your order. We special-order all of our high-quality products directly from manufacturers or their authorized distributors. Please keep in mind that should usually order at least 10% more than your actual square footage to allow for cuts and that most products must be purchased as full cartons. You will almost certainly have material left over from your project, which should be stored carefully in the event of future damage to your floor. **Most products cannot be returned.** In the rare case where a manufacturer will accept returns of unopened cartons, a restocking fee of 25% plus shipping charges will apply. We accept credit card payments for the full amount of your order or a cash or check deposit for 60%. All products must be paid for in full BEFORE delivery.

**INSTALLATION.** All price quotes for flooring material are for UNINSTALLED products. Because we do not "bundle" installation into our product, we can offer the same terrific prices on the best in eco-friendly flooring materials to property owners who want to hire their own

contractors or who want to install the floor themselves. **Casa Verde Designs is not responsible for damage or performance issues that result from installation errors.** You should make sure that any installer you use is familiar with the product, and that he or she follows the manufacturer's installation guidelines completely. All products will need to acclimate to the installation space for a specific amount of time before installation, and this time varies from product to product, so be sure you follow all the acclimation instructions carefully. **If you or your flooring installer have any questions about the quality of a product you receive, or about how to install it, please contact Casa Verde Designs immediately. We cannot be responsible for manufacturing defects or shipping damage to products that have already been installed.**

We can help you to find an installer by providing a referral to a licensed installer, but you will need to interview the installer yourself. As you would with any contractor, you should check the status of his or her license and ask for references. You will pay the installer directly. We receive no commissions or referral fees from the installers we refer, and they receive no incentive from us that would make their installation costs lower than any other contractor's cost. Again, our goal is to insure that all of our customers get the best eco-friendly products at the best prices.

**SHIPPING AND DELIVERY.** We usually have three options for getting your material to you. We will advise you on the best option for your situation. You are encouraged to purchase all accessories, such as padding, adhesives, and trim moldings at the same time when you order the flooring material to avoid extra shipping charges.

**Will call at a freight terminal or local distribution center.** When available, this option allows you or your installer to pick the material up when it is convenient. Products usually cannot be held at a will-call site for longer than a couple of days. Shipping charges on will call orders will usually be the same as or less than business-to-business shipping (see below).

**Shipping to Casa Verde Designs or another business address.** We can receive your order at our store location on F Street in Davis or to another business address. If we ship your order to our store, we will notify you of the delivery date and you or your contractor **MUST** pick up your order by the end of that business day. There will be a \$100/day storage charge for any order that is not picked up.

If you receive the order at your business address, you must have a forklift available or make arrangements for liftgate service (charges apply). On small orders (12 cartons or less), Casa Verde will deliver to your home in Davis, Dixon, or Woodland for a fee of \$50.

**Residential delivery.** Some but not all of our products can be delivered directly to your home, usually for a higher fee than business-to-business deliveries. Unless you have a crew to unload the truck at your residence, you are advised to pay the charges for liftgate service. With liftgate service, the product will be loaded off the truck, usually on a wrapped pallet and placed on your driveway or similar location. You will then need to move the product into the location where it will acclimate.