



Congratulations on your decision to purchase new carpet!

Here are a few tips to ensure that the carpet installation goes as smooth as possible...

Preparation

Furniture Removal

This is an important part of the day! Carpet rolls are bulky so we need room to move around. Rooms must be completely empty in order to lay and stretch the carpet for the best possible fit.

Removing it yourself

If you have decided to remove the furniture yourself, please put it out of the way either:

- In the garage
- Outside (if it is a fine day)
- In an area that is not being carpeted
- In a bedroom at the far end of the house
- Or hire a covered trailer for the day

Heavy items such as pianos must also be moved out of the room. If you are at home all day, the installer may be able to help you with one or two very heavy items. However they do not move pianos (contacts for this can be given).

If you are unable to move the furniture as planned, please let us know. We can either re-book for another day or hire additional people to help.

Preparing for the installers to move furniture for you

We will have a good, strong careful team to move and put back your furniture, but to ensure your items are kept the way you like them, please:

- Pack any fragile items such as glasses and china
- Remove books from bookshelves
- Empty drawers of large cabinets
- Stack away loose papers etc.
- Remove wires from your entertainment centre so items can be moved separately and safely

We will take the greatest care. However, paint and skirting scratches are sometimes unavoidable.

On the day (if you won't be home)

- Leave a key in a pre-arranged place
- Leave instructions for locking up

FAQ

Can we put our TV or speaker wires under the carpet?

It is not recommended as it may be a safety hazard, unpleasant to walk on, or make the carpet look bumpy.

Do we need to remove all our doors?

In many cases you will need to for the best carpet laying result around doorways and also if the carpet / underlay you have chosen is a thicker pile. Be aware that some doors may also need a professional to plane them before being refitted. Please discuss this with your Harrison's Carpet owner as they often have a contractor who can assist with this but it is not part of the standard installation.

Can we put our furniture back right after the installation?

Yes.

Can we vacuum clean right away?

Yes.

What can we do with the left over carpet?

Your installer will gladly cut out some mats for you if the pieces are big enough. You can arrange to have these bound (there may be an additional charge).

Will be able to see the seams?

Even with the best installers using the best equipment, seams are sometimes visible. This could be due to different lighting causing 'light play' on particular patterns or shadows on the join. The seam is typically less visible as the new carpet settles.

Self Carpet Removal

If your carpet was installed over 'smooth-edge' (thin strips of wood laid along the walls with tacks sticking out), leave the smooth-edge in place as it can be re-used. There will be an additional charge if it needs to be refitted.

If your carpet was nailed or stapled directly to the floor, all the nails/staples must be either removed, or hammered flush with the floor so that smooth-edge can be installed. Underlay should be removed if you have ordered new underlay, otherwise just leave it for re-use.

Foam or rubber backed carpet needs to be separated, leaving the foam or rubber on the floor. They can be lifted entirely but will need to be scraped off the floor – **be aware this is a very dusty process!**

Cancellation Policy

If for some reason you need to cancel your installation please call your Harrisons Carpet local office or contact our Customer Care centre on 0800 279 009. If the cancellation is within 48 hours of the booked installation we may need to charge a cancellation fee incurred from our installer. If you cancel your planned booking, we cannot guarantee that we will be able to meet your next preferred date.

If you have any problems at all with your carpet, please contact your local Harrisons Carpet representative.

See our product care handouts for tips to keep your carpet looking gorgeous.