



4133 Shoreline Drive
Earth City, MO 63045
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1470 Frontage Road
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618-206-3604 (Phone)
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www.henges.com

Please read the following conditions that may exist before and after installation.

All flooring:

- ✓ Purchasers have received and reviewed all "DesignEd" literature regarding flooring products that were selected for their home. Find the DesignEd link on our webpage. www.henges.com
- ✓ Samples: All flooring samples shown are representations of the actual floor you will receive and might change slightly due to shade variations.
- ✓ Scratches/Dents/Damage: Flooring manufacturers will not accept claims for damage caused by high heeled shoe traffic, chair legs, furniture or similar type objects that can dent floors.
- ✓ Humidity levels in a home can affect the look & performance of hardwood, vinyl and solid core products. These floors can be damaged by the presence or lack of moisture in a home.

Carpet:

- ✓ Color: Carpet color and texture may vary from showroom sample due to changes in dye lot. Carpets may have highlights and shadows. This is characteristic of carpets and different styles.
- ✓ Shading: Different light reflections and changes in lighting conditions may cause "shading" to occur. Most carpets will show shading, vacuum marks and foot traffic.
- ✓ Seams: All carpets have seams and most seams will be slightly visible. Natural light from windows may magnify this affect, showing seams more, in some areas of a home than in other areas. Some styles and weights of carpet show seams more than others.
- ✓ Stains: All carpets can stain. No carpet is stain proof. Refer to the carpet warranty for specific warranties against stains.

Ceramic Tile:

- ✓ Color: Due to the nature of ceramic, quarry tile, marble, porcelain, granite, shade variations are inherently, either naturally or intentionally fired into the product. These variations, especially on the stone finishes, are there to represent a realistic presentation. Each style has several patterns and colors used to achieve this type of look.
- ✓ Trims: Ceramic trim pieces will also vary in color from the field tile.
- ✓ Shower Seats: Due to potential for water leakage, Henges Interiors and your builder does not recommend and will not warrant ceramic tile being installed on shower seats, curbs or ledges. Homeowner waives their rights if ceramic is chosen for these areas.
- ✓ Please understand that due to the inherent tendency for foundations to settle, neither Henges Interiors nor the home builder can be held responsible for ceramic tile cracks when installed on basement floors.
- ✓ Grout: Grout size can change due to irregularities in the tile. Grout color may not match the sample exactly. Grout color may be inconsistent throughout the floor depending on job conditions and curing time.



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Hardwood Flooring/Laminate

- ✓ Color: All wood, solid or engineered wood, has a variety of textures, grains and colors. The tones and colors are part of the natural beauty of the product. Not every board or color will be uniform throughout the floor. Each board is unique to itself. Stains can react differently to each board.
- ✓ Variation/Board Length: Some species of wood, will by nature show color and shade variations. Please remember wood is a natural product with natural variation and looks. Different manufactures create wood styles that come in various sizes and lengths.
- ✓ Seasonal gapping: Gaps in between boards may appear and disappear in your floor as the season changes.
- ✓ Checking: Some boards may show minor cracks (checking) in the finish. Some checking may occur near the ends of products or throughout the board. Minimal checking can occur and is not covered under manufacture warranties.
- ✓ Cupping: Cupping is caused by changes in moisture and humidity in or around the home. Controlling the humidity levels in your home will help minimize cupping of your hardwood.
- ✓ Temperature/Humidity: Temperature, humidity levels, moisture all affect wood. Ideally your home should be between 68 -72 degrees and 45% - 50% Rh. Changes in moisture around your home will affect your wood floors.
- ✓ Scratches & Dents: All wood floors, regardless of type, species, finish, etc., will show scratches and dents. To help minimize these scratches a homeowner may install walk off mats by doors, keep floors swept and clean using the manufacturers recommended floor cleaner. Use felt protectors on chairs and furniture.
- ✓ Molding/Trims: Moldings and trims which include: stair nosing's, transitions, floor vents are made to coordinate with your wood and may not match exactly. Generally speaking, these products are made from a different part of the wood, in a different factory and due to the variations, that are inherent with natural wood may have a noticeable difference in color.
- ✓ Floating Floors: Floating floors are not attached to the subfloor and can move and will have a more hollow sound than a floor that is attached when you walk over it.

Sheet Vinyl/Vinyl Tile/Luxury Vinyl Plank:

- ✓ Underlayment: Manufacture approved underlayment is used under all glue down Vinyl. It will show dents and can be damages by furniture, chairs or high heeled shoes. Underlayment seams or nail heads telegraphing can be caused by expansion and contraction of the home. These telegraphing nail heads or seams is not a product or an installation failure and therefore, is a not-warranted occurrence.
- ✓ Scratches: Vinyl floors can scratch, dent, tear, or scuff. Please use furniture and chair protectors on the legs of chairs. Do not push or drag large furniture or appliances across floor without protection.
- ✓ Seams: Depending on the layout of the room, your vinyl floor may have seams. Most seams will be visible slightly from pattern to pattern.