



Ceramic & Natural Stone

Most ceramic and stone products are easy to care for and maintain. However, maintenance is product specific. It is very important to review what is required to maintain, clean and seal your selection with your salesperson to ensure it will continue to look good for years to come.

Please be aware of the following that may exist before and after installation.

DUST – Dust will be generated from ripping up and removing existing floor coverings, cutting and installing the material and mixing grouts and adhesives. Our installers will do everything possible to minimize dust; however it is not possible to eliminate it. Weber Flooring/Joe's Carpet Outlet does not pay or reimburse for cleaning up dust.

GROUT HAZE – After your tile/stone is installed you may notice a haze from the grout. This is normal and can be buffed off after 24 hours. A lightly dampened sponge should remove the haze. Do not use household cleaners, ammonia, vinegar etc. on your tile/stone as it may permanently damage the finish. Please consult with your salesperson on cleaning and maintenance products.

PLUMBING – Weber does not remove and reinstall pedestal sinks. It is recommended that if a toilet needs to be pulled and later reset that this be performed by a trained plumber. This is due to our experiences finding many of the toilets in need of maintenance or repair prior to installation. Weber will provide this service but since our flooring installers are not licensed plumbers- all leaks must be reported within 14 days after the toilets are reset for this service to be warranted.

POLISHES/SEALERS – Some natural stone products must be sealed. There are different sealers and polishes available. Sealing provides stain resistance, but they do not stain proof. Always test in an inconspicuous area first because certain sealers and polishes will darken natural stone. Please consult with your salesperson on these items.

SHADING – All tile and stone will vary in color and shading. Every time a tile is fired, it's shading will vary depending on the color, style, body, and texture. Some tiles are sold as "highly shaded" and are marked as such in our showrooms. Natural products such as marble, granite and stone are guaranteed to show variations. Make sure you review your selection with your salesperson if variation is a concern.

SCRATCHING – Some tile and all natural stone will scratch under the right conditions. The higher the shine the more visible the scratches will be. Proper maintenance will help to reduce scratching. Putting protectors on chairs and furniture, keeping your floors swept and free of dirt and sand will help reduce scratching as well.

TRIM/DECOS/LISTELLOS/HAND PAINTED TILES – These products are designed to coordinate, not match your tile. They are made at different times and generally in different factories.

WALLS/BASEBOARDS/CEILING NAIL POPS – Our installers will use caution while working in your home. However, some minor scratching and marking of the baseboards and walls can occur during removal and installation of your tile. Ceiling nail pops can occur while removing your existing flooring or installing your tile. Weber Flooring/Joe's Carpet Outlet is not responsible to fix nail pops nor do we reimburse for any repairs.

LAYOUT AND DESIGN – You must be present to discuss and review placement of your tile, decos, listellos, chair rails, etc. While your estimator drew a diagram showing the layout, many times customers change their minds once the installers arrive. No changes can be made once the tile is installed. Weber Flooring/Joe's Carpet Outlet is not responsible for layout or design if you are not present at the time of installation.

PREPARATION – Please remove all personal items, small furniture, and breakables, remove china from hutch, empty bottoms of closets, disconnect water and gas lines from appliances. It is important to have this completed before the installers arrive at your home. We will remove doors and re-hang them as needed; however if they need to be cut, the installer will leave them off so you can arrange to have them cut. We do not cut doors, move pianos or disconnect electronic equipment, ie computers, security or stereo equipment. The temperature must remain 50-70 degrees for 48 hours before and after installation.

ELECTRICAL/ALARM WIRES AND PIPES – Weber Flooring/Joe's Carpet Outlet is not responsible for cut, pierced or broken electrical/alarm wires or pipes that are improperly placed/ran in walls, along baseboards, under floors and not in accordance with your local building code.

You must be present when the installers arrive to review the job, confirm selections, colors, placement of decos/listellos and pay your balance. Weber Flooring/Joe's Carpet Outlet is not responsible for any claims due to color, placement or overall appearance once the tile is installed. Please understand an extra service charge may apply for any extra work incurred due to unforeseen problems with your sub-floor/walls or lack of proper preparation leading to extra time spent on your job by the installers.

Notes _____

Customer Signature: _____ Date: _____