**Floor Installation Customer Disclosure Statement**

As a normal part of installing floor systems there are many factors outside of our control. While not exhaustive, below is a summary of things that can happen during installation that **DO NOT CONSTITUTE** a failure or error in installation. By signing below you understand that Southeast Floor Maintenance (SEFM) is not to blame and you will hold them harmless.

The next perfect floor we install will be the first perfect floor we install.

1. Bugs, dirt, leaves, environmental elements can contaminate or fall into a wet floor. We will do our best to secure your floor during the curing process, but SEFM can not control these elements and they do not constitute an installation failure.
2. If your floor is being stained or dyed, it is one of a kind. Stain and dye effect every slab differently and we can not guarantee a specific look.
3. Bubbles and “fish eyes” happen do to gas escaping from the slab or contaminates falling into the floor as it is curing. SEFM will perform best efforts to guard against this, but it is impossible to warranty that none will occur.
4. If you install a chip flake floor system, after installation, the flakes will continue to shed as a normal part of the installation. This will stop, but can continue to occur for as much as 6 months after installation.
5. Based on the specifications and selections of our customers, we install the floor system of their choice. The aesthetics of the floor when complete are subjective. Barring an error in installation, the color, smoothness, roughness, shininess, dullness, movement, of the floor DO NOT constitute an error in installation. We can change any thing at an additional cost.
6. The first rule of concrete is that it cracks. While we can fill cracks, this does not mean that the cracks will not come back. Also, not all cracks are visible during preparation of your floor. It is possible that a miniscule crack becomes apparent after the floor is installed. Should this be the case, SEFM will determine the best way to mitigate the crack in its sole discretion. Should you want an alternative solution, there may be additional costs.
7. All coatings can be scratched. Scratching your coating does not constitute failure or error in installation.
8. Our warranty extends to the bond of our systems, not the aesthetics. Our clients pick the colors.
9. If you see a floor in a picture that you really like, the only way to get that floor is to buy that building. We have talented installers and can do many things in “the style” of reference pictures, but can not recreate previous work.
10. While we do our best to eliminate them, roller marks can happen, especially on smooth floor systems. (Epoxy, polished concrete, etc etc)
11. On your specifications sheet we spell out the thickness of the coatings we apply. They are in a range for a reason, it is impossible to create a perfect thickness on any coating.
12. If you want your floor to look like “glass”, this is achieved through multiple top coats. No single coat can produce this look.
13. With many of our topcoats, a single coat will produce an “orange peel” finish. If this is a problem for you and you do not tell us before installation, this is not an error on our part.
14. If you have selected a polished concrete or sealed concrete system, it is possible that the grinder can leave an occasional mark in the concrete that is not apparent until the floor is coated. This is due to the hardness/softness of the concrete. You understand that if we remove these marks, we need to grind that area more and it may have different aggregate exposure and color.