



Service Disclaimers

This is where we break the bad news around the details of our service commitments. Don't worry, all of this is reasonable and you'll probably be fine with it.

Appliance/Toilet R&R (Removal and Reinstallation)

Supply lines and Valves:

We offer complimentary appliance and toilet R&R with all of our hard surface replacements. As some of you may know, the supply lines and shut off valves on your plumbing fixtures haven't been touched in years and we will be the first people handling them in a long time. Further, most of these valves and supply lines were not exactly top of the line when they were put in to begin with. Consequently, when they break, it's typically when they are touched. The Floor Trust WILL NOT be responsible for replacing your supply lines and shut off valves should they fail. The good news is these items are inexpensive and your maintenance team usually has many of them on hand. We perform leak tests when we reconnect your toilet and washer. If we find a valve or supply line is leaking, we will both leave a written notice on the fixture itself, and notify you directly. We will obviously not be able to perform a leak test on the fixture and you will need to do so after your team replaces the line or valve. We WILL NOT be responsible for leaks on fixtures we were unable to leak test.

Damaged Appliances/Toilets:

If we break it, we'll pay you for a new one of the same quality...because honor means something to us.

Toilets:

While we have it removed, we'll replace the wax ring with a jumbo ring with a plastic horn. We'll replace the bolts and caps too. We only have white caps though. If your toilets are purple you're on your own. We will usually set your toilet in the bathtub while we work, we will protect your tub when we do this.

Dishwashers: We WILL NOT R&R your dishwashers. We will pull the kick plate and install a few inches past and re-install the kickplate.

Gas Appliances:

We WILL NOT disconnect or reconnect any gas appliance. We will, however, displace and replace them.