Installation Preparation - Window Treatments

To ensure your installation goes smoothly, listed below are a few details to help you prepare for your installation with Empire Today®.

- Our installation center will be notifying you to confirm your installation date. If we are unable to reach you, and for your installation to occur as scheduled, it is vital that you notify our Customer Service Team at 800-588-2300® and reference your contract number.

  Our Customer Service Team is available:

Monday - Friday	5 a.m. - midnight CST
Saturday	6 a.m. - 10 p.m. CST
Sunday	7 a.m. - 10 p.m. CST

- Empire's installations occur between 8 a.m. and 6 p.m. Your installers will call you on the morning of your appointment to provide an estimated window for arrival. Unfortunately, a specific time of arrival cannot be provided.
- Designate a responsible adult 18 years or older to be present during the entire installation and participate in a pre-installation walk through of the installed area(s). Once the installation is complete, the adult will also be asked to participate in a post-installation walk through, complete the Certificate of Completion provided by the installer(s) and provide feedback on the experience.
- Verify product(s), color(s) and area(s) of installation when your installer arrives.
- If you have pets, please provide a safe location away from the installation area(s) during the installation process.
- All furniture and objects should be removed from the area(s) unless during the sales appointment you chose to have the installers move furniture. Unfortunately, our installers will not be responsible for any packing or unpacking of boxes.
- Knickknacks, breakables, small items, pictures and wall hangings should be moved prior to the installers arriving. This includes items located in hallways or other areas that the installers must use to access the installation area(s).
- COD must be available prior to installation. Empire® accepts cash, Visa, MasterCard, American Express, Discover, Diners Club International, money orders or certified checks. We do not accept personal checks.
- The area(s) installed will be cleaned after the installation process is complete.
- Your installers will ensure you are familiar with the functionality of your new window treatments prior to leaving.

Should you have any additional questions regarding your purchase, please contact our Customer Service Team at 800-588-2300.

Sales and installation of products are provided by qualified and experienced independent contractors.

EMPIRE TODAY®
800-588-2300®
empiretoday.com

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