

Exhibit U

Photos of damage and unworkmanlike install.

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Tiles installed broken.

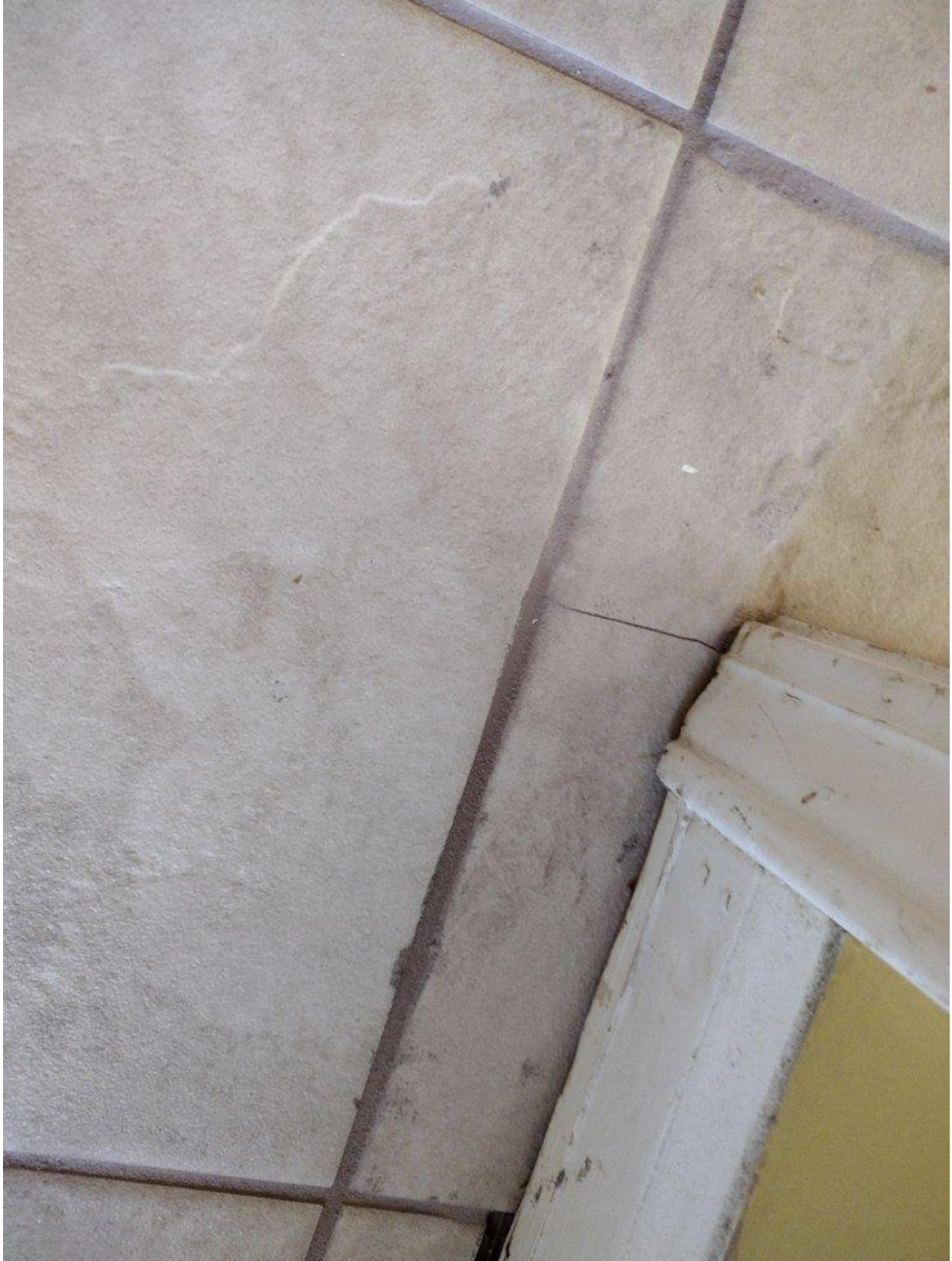
Tiles broken, then broken pieces installed next to one another to make a square



Tiles installed broken, Photo 1.



Tiles installed broken, Photo 2.



Tiles installed broken, Photo 3.

Lippage



Lippage, Photo 1.



Lippage, Photo 2.



Lippage, Photo 3.



Lippage, Photo 4.



Lippage, Photo 5.



Lippage, Photo 6.



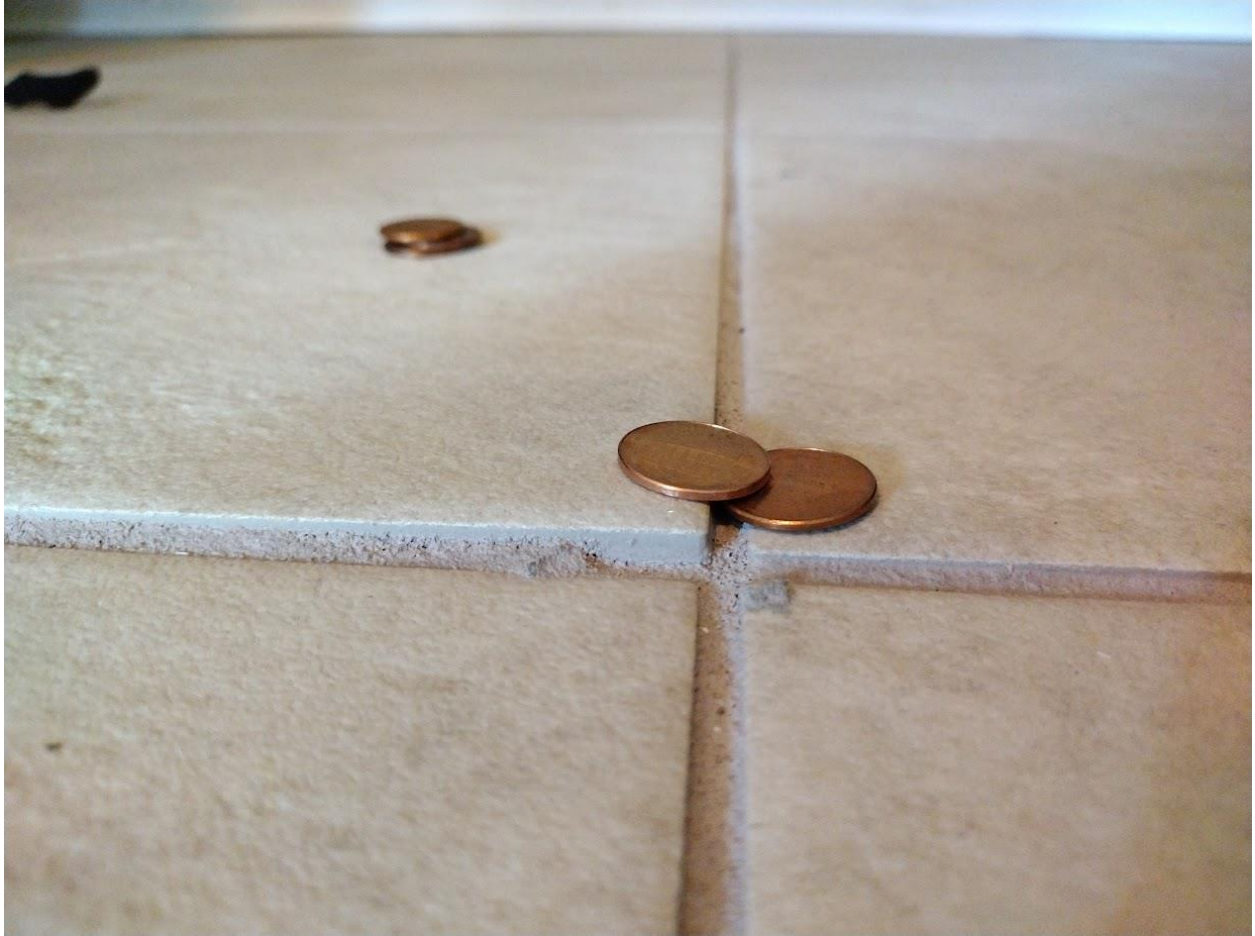
Lippage, Photo 7.



Lippage, Photo 8.



Lippage, Photo 9.



Lippage, Photo 10.



Lippage, Photo 5.



Lippage, Photo 6.

Lippage prevents quarterround from laying properly. Quarterround is flat to the wall, but not to the floor.



Lippage, Photo 7.



Lippage, Photo 8.



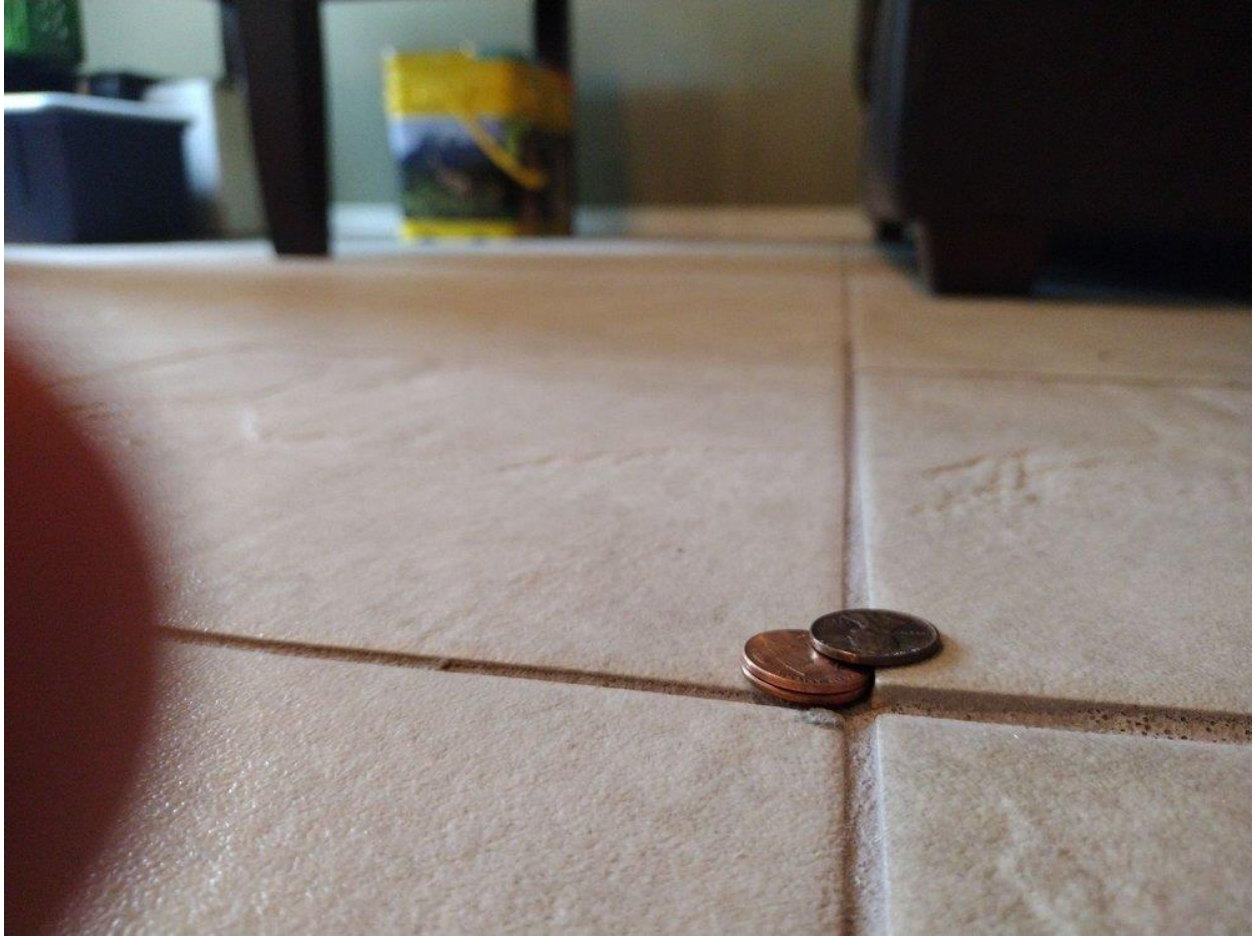
Lippage, Photo 9.



Lippage, Photo 10.



Lippage, Photo 11.



Lippage, Photo 12.

Jagged edges.

Tiles improperly cut, resulting in jagged edges.



Jagged edges, Photo 1.

Jagged edge of tile peeking out from under quarterround. Holes in grout. Jagged edges is every tile along walls and holes stick out from under the quarterround in several places.



Jagged edges, Photo 2.

Jagged edges of tile peeking out from under quarterround. Jagged edges is every tile along walls and holes stick out from under the quarterround in several places.



Jagged edges, Photo 3.

Keys inserted into the hole from photo 2.



Jagged Edges, Photo 4.

Broken tile edges. Thinset smeared on the wall. (Photo taken before quarterround install and is representative of how all cuts/breaks were made in tile.)



Jagged Edges, Photo 5.
Finished threshold showing broken rather than cut tile edges.



Jagged Edges, Photo 6.
Finished threshold showing jagged edge of tile.



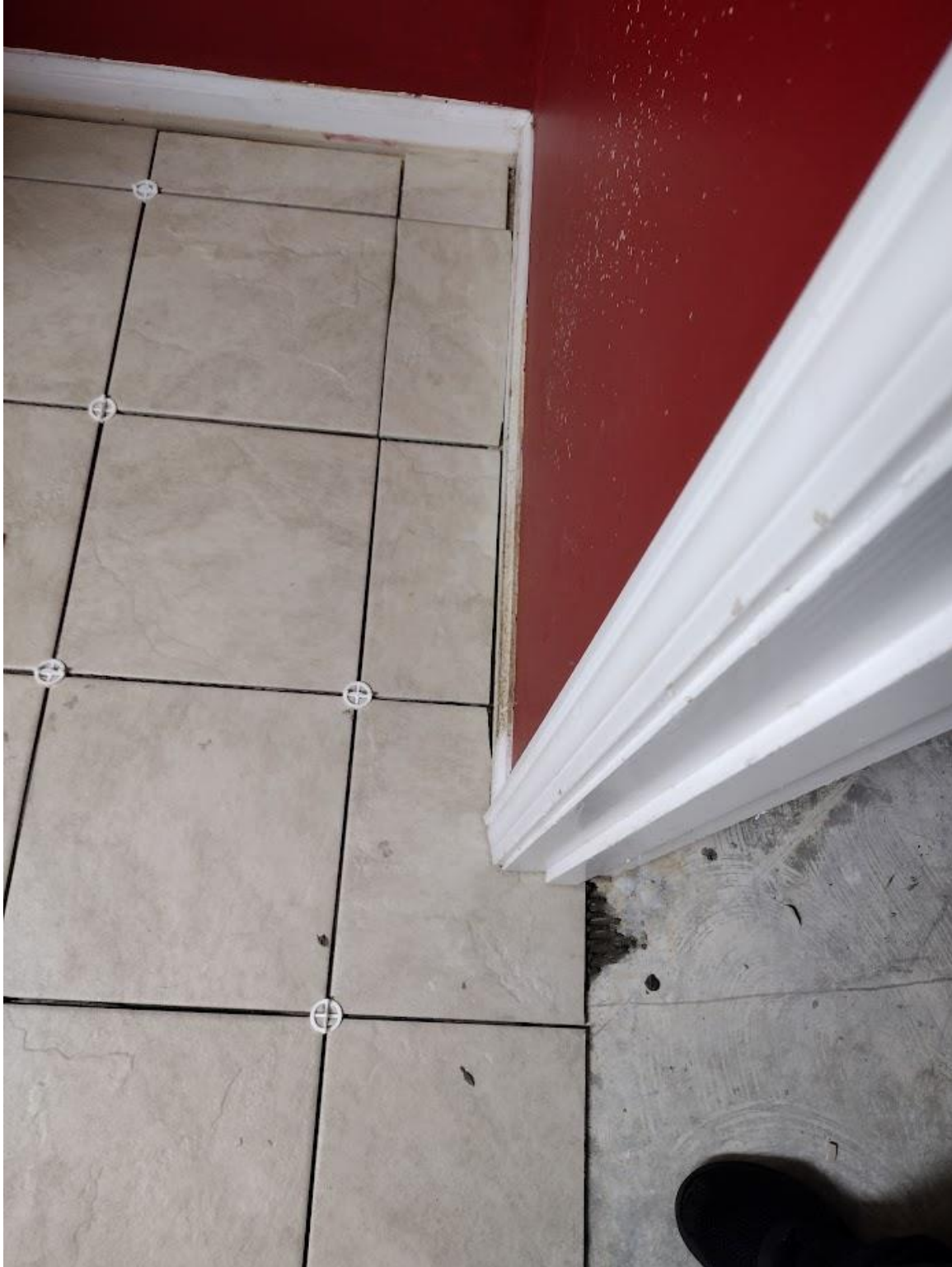
Jagged edges, Photo 7.

This is a finished threshold to a closet. I held the carpet up to take this picture. When the carpet in the closet lies flat, the edge of the carpet covers the tile edge and grout and the carpet makes a straight line, but the carpet is not attached and can be pulled back to show the finished tile threshold and the carpet does not lie flat due to being placed over the uneven tile to hide the tile.



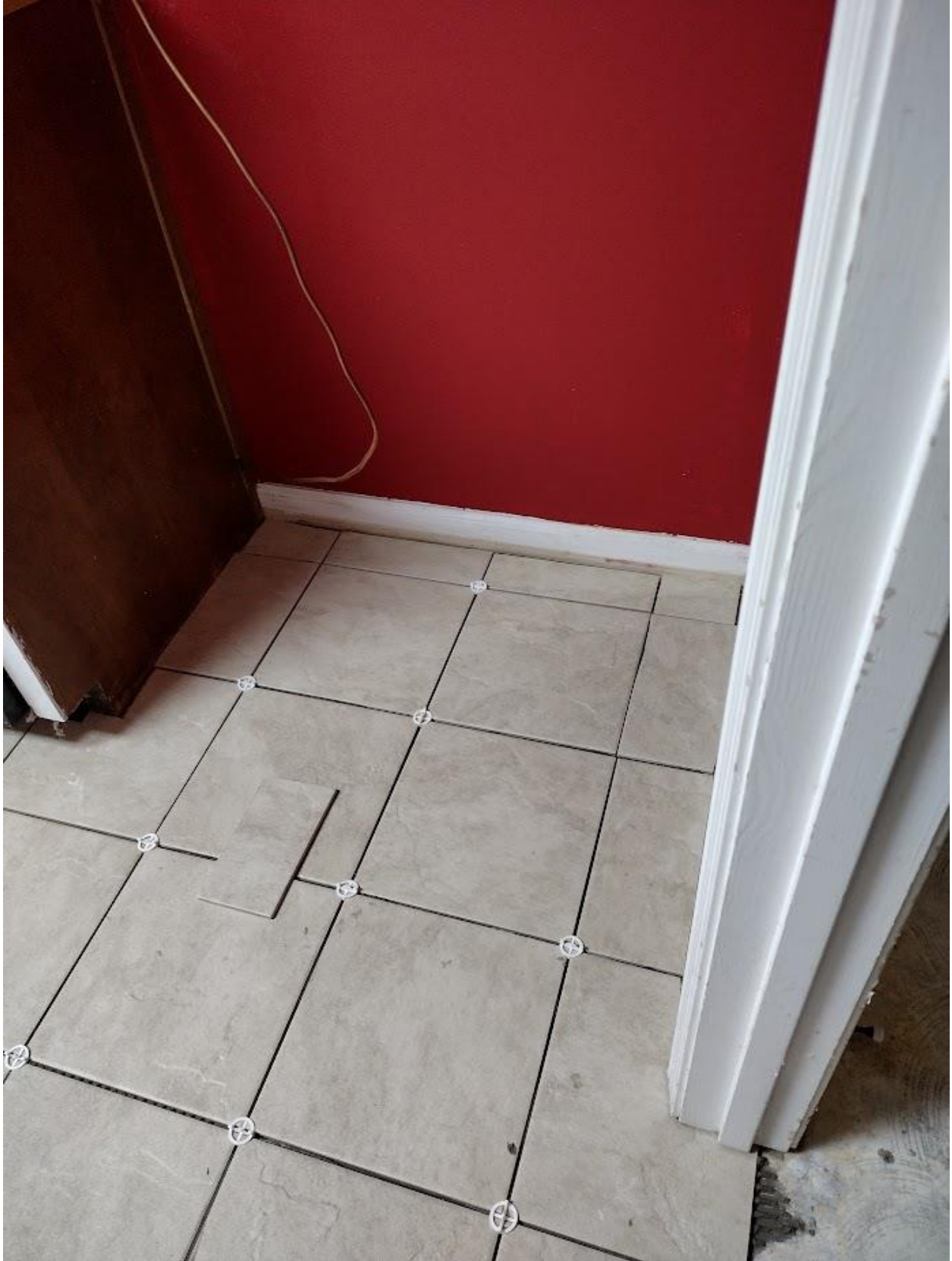
Jagged edges, Photo 8.

This is during installation and shows the jagged edges. (Photo taken during installation.)



Jagged edges, Photo 9.

This is during installation and shows the jagged edges. In this area tiles are not evenly spaced due to broken tiles being a little too thick to fit. The installer did not use spacers in order to be able to fit a jagged tile that was too wide.



Jagged edges, Photo 10. (Photo taken during installation.)



Jagged edges, Photo 11.



Jagged edges, Photo 12.



Jagged edges, Photo 13.

This is a finished threshold. Throughout the house, the tile is misaligned to walls by $\frac{1}{4}$ inch per 3 foot run. In the room with a fireplace, the installer tried to correct the alignment and the tile in that room is misaligned to walls by $\frac{1}{4}$ inch per 6 foot run. This is the finished threshold to that room.

Tile installed over paper backing from vinyl floor



Tile installed over paper, Photo 1.

Tiles installed over paper backing from a vinyl floor.

Misalignment.

Tile misaligned to walls by a $\frac{1}{4}$ inch misalignment per 3 foot run



Misalignment, Photo 1.

Tile misalignment along the front of the dishwasher. (Dishwasher and kitchen cabinets are plumb to walls.)



Misalignment, Photo 2.

Tile throughout the most of the house is consistently misaligned to walls by $\frac{1}{4}$ inch per 3 ft run. (Installer bent the tile lines in the room with a fireplace to be misaligned by $\frac{1}{8}$ inch per 3ft run, and for that room one door matches up with the tile grid for the rest of the house and the other does not.)

Tiles installed chipped.

Tiles chipped, then installed chipped



Tile installed chipped, Photo 1.

Grout color varies.

Wildly inconsistent grout color
This is all over the house, in every room.



Grout color varies, Photo 1.

Grout holes.

Holes in grout. Grout was never finished.

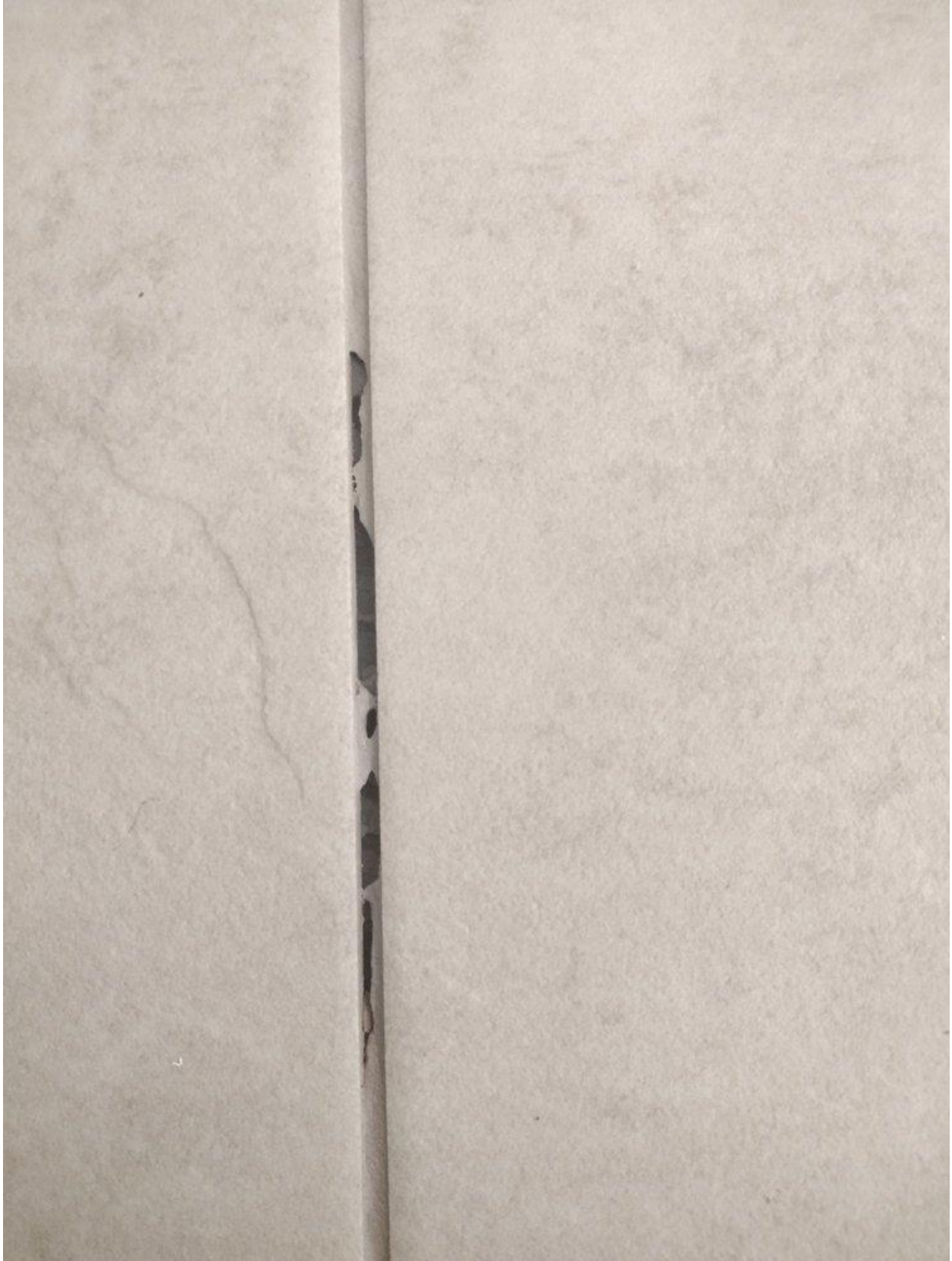
There are large numerous holes in the grout. The only room without holes is the downstairs bedroom. All other rooms have holes to the point where I can't move furniture in. Floors Outlet kept extra supplies like grout and spare tiles.



Grout holes, Photo 1.



Grout holes, Photo 2.



Grout holes, Photo 3.



Grout holes, Photo 4.



Grout holes, Photo 5.

Grout smeared on the baseboards and walls, but not applied between tiles (holes in grout and long missing strips of grout).

Broken kitchen cabinets



Broken kitchen cabinet, Photo 1.



Broken kitchen cabinet, Photo 2.

The installers ripped a piece off the kitchen cabinet during flooring removal. I noticed the piece missing that evening, and swept the kitchen and went through sweepings and found it. This is me photoing after the install and right before I started the kitchen cabinet repair.



Broken kitchen cabinet, Photo 3.

I glued and clamped the kitchen cabinet chunk. I do not have matching paint. This needs a paint match and repainting.

Wall hole



Wall hole, Photo 1.

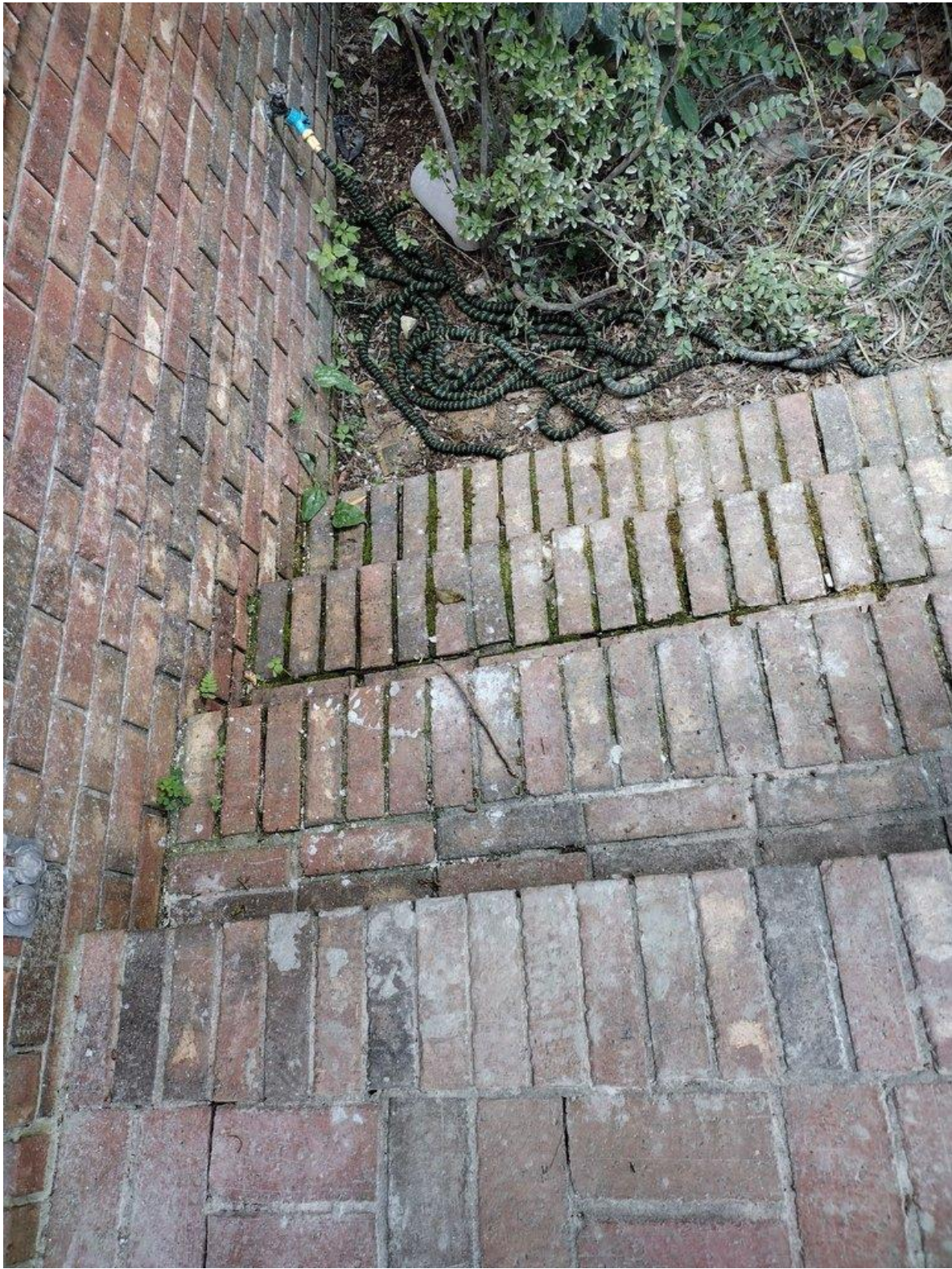
When they rehung the doors, they did not put back the hinge door stops. On Friday, they rehung this door and put the doorknob through the wall. Needs drywall patch and paint match.

Thinset on brick porch



Thinset on brick porch, Photo 1.

Before May 27, they mixed all the thinset in the livingroom. The thinset on the porch was done May 27.



Thinset on brick porch, Photo 2.
Thinset smeared on the brick porch.



Thinset on brick porch, Photo 3.
Big globs of thinset on the porch.



Thinset on brick porch, Photo 4.

The right side is where the outlet and spigot are and has a noticeable amount of white and grey thinset dribbled on the porch.



Thinset on brick porch, Photo 5.

The right side is where the outlet and spigot are and has a noticeable amount of white and grey thinset dribbled on the porch.



Thinset on brick porch, Photo 6.



Thinset on brick porch, Photo 7.
Thinset splattered onto brick siding.



Thinset on brick porch, Photo 8.
Thinset splattered onto brick siding.



Thinset on brick porch, Photo 9.



Thinset on brick porch, Photo 10.



Thinset on brick porch, Photo 11.

Grout on walls.

Grout smeared on walls.



Grout on walls, Photo 1.

Grout and thinset smeared on walls and trim and pieces broken off the trim.



Grout on Walls, Photo 2.
Chunk take out of door trim.



Grout on walls, Photo 3.

Grout smeared on the closet doors. Grout cured on top of tiles for a permanently dirty look.



Grout on walls, Photo 4.
Grout and thinset smeared on the doors.



Grout on walls, Photo 5.

Grout caked on the baseboards. The quarterround installer said that he was not able to fully install quarterround because of the amount of thinset and grout caked onto the baseboards and said that he wasn't being paid to clean. (Floors Outlet subcontracted quarterround install to "Shannon Warren's company" which then subcontracted it to Jose's Flooring.)



Grout on walls, Photo 6.
Grout and thinset smeared on walls and baseboards.



Grout on walls, Photo 7.
Grout handprints on the walls.

Grout cured on top of tiles.

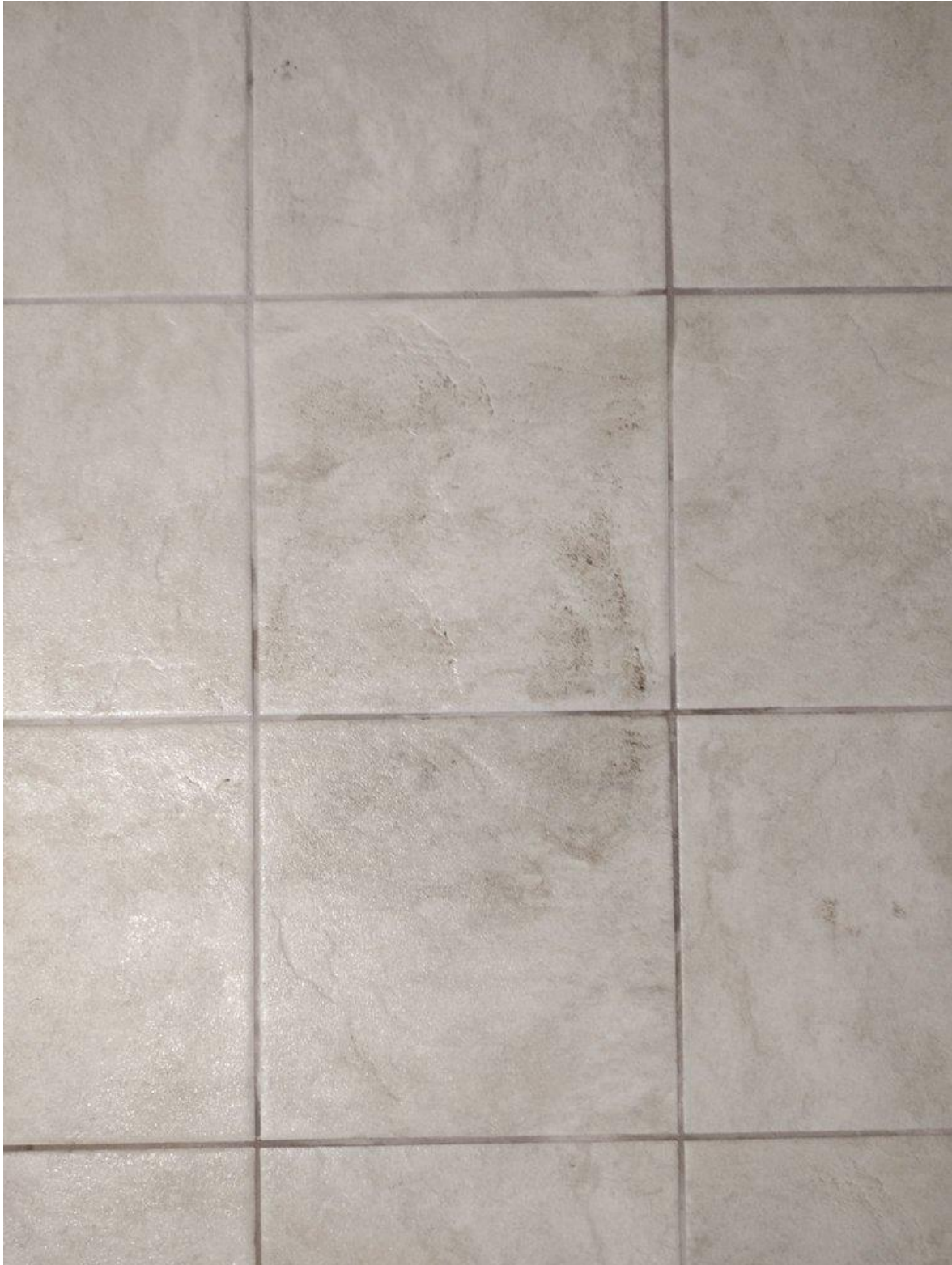


Grout cured on top of tiles, Photo 1.

Grout smeared on top of tiles for a permanently dirty look. I laid a spare tile on top for color comparison. While Floors Outlet has spare supplies, I recovered some whole tiles from the trash.



Grout cured on top of tiles, Photo 2.
Grout cured on top of tiles for a permanently dirty look.



Grout cured on top of tiles, Photo 3.
Grout cured on tile for a permanently dirty look.



Grout cured on top of tiles, Photo 4.
Grout smeared on top of tiles for a permanently dirty look.



Grout cured on top of tiles, Photo 5.

Grout cured on top of tiles for a permanently dirty look. Grout splattered on trim. Chawed up botched miter cut on quarterround.

Grout and thinset on sofas.



Grout and thinset smeared on sofas, Photo 1.

After the install, thinset smeared all over sofas. Before the install the sofas were nice and basically new.

Flooring materials dumped in refrigerator ice tray.



Flooring in ice tray, Photo 1.

They put the refrigerator ice tray in the sink, washed hands into it, and dumped flooring stuff in it on day 2. That evening, I had grabbed it out of the sink and put it in the garage. After the install, I cleaned the caked on white gooey stuff off. Maybe caulk?