

Customer Preparation Guide for Carpet Cleaning

- **Before Cleaning**

Make sure that all small items, plants, magazine racks, toys, etc., and especially breakables like pictures and lamps are removed from the areas to be cleaned, even closet floors which are easily forgotten. If there is any furniture we will be moving, cleaning under, and then replacing, it will be necessary to remove all excess weight such as books and knick-knacks, and especially drawers that are full of heavy items.

Any unusual accumulation of soil on the carpet, especially in traffic areas, should be thoroughly vacuumed prior to our arrival. If you are unable to do this, please let your technician know when he arrives so he may do it.

It is also important to remember that there may be certain items of furniture that we cannot or will not move due to liability and health reasons. These items include pianos, fish tanks, entertainment centers, desks, hutches, dressers, chest of drawers, beds, some sectional couches, and any excessively heavy items. For liability reasons, we do not move any electronic equipment or furniture with electronics on them.

- **During Cleaning**

Please keep children and pets out of the area where we are working as well as away from our outside equipment. The tools and cleaning solutions we use can be harmful or fatal if not handled properly.

Remember that wet carpet can easily track soil as well as create very slippery hard floor surfaces. The best thing you can do is have an old, clean towel for every area that transitions from carpet to tile, vinyl, or wood. This will help prevent both of the problems just mentioned, but remember to step carefully until the carpet is completely dry.

- **After Cleaning**

Your carpet may take from 4 to 24 hours to dry depending on weather conditions and how much moisture was necessary to get the very best results. If we apply any additional treatment such as a carpet protector or a deodorizer, you can expect some additional drying time. The key to rapid drying is air movement, so use your ceiling fans, attic fans, or any box fans you may have to help the process.

Protective plastic tabs and styrofoam blocks found under your furniture should not be removed for at least 48 hours as the carpet will take longer to dry in these spots and taking them out too soon could cause permanent furniture staining.

Very important: If you are a first time client or have never had your carpet steam cleaned before, and if you or anyone prior to you in the home owned pets, you may notice a severe urine odor after the carpet dries. If you are aware of this possibility, please let us know prior to cleaning. As you know, our cleaning is completely guaranteed, but odor removal is not. Also, be aware that even if a deodorizer is applied, it may not help, as it is necessary to make contact with the odor source to be effective. If this occurs, let us know, as pad replacement and floor sealing would most likely be necessary to correct the problem. We will refer you to a reputable company that can handle the job.

Conditions and Terms

Premier Specialty Services agrees to perform or cause to be performed the service indicated in a proper and workmanlike manner, using equipment and detergents standard for the cleaning industry. The customer agrees that Premier Specialty Services shall NOT BE LIABLE FOR THE FAILURE TO REMOVE STAINS; nor for any DISCOLORATION FROM non-colorfast dyes or backing threads; nor for any CHANGE in color of the carpet or upholstery regardless of the cause; nor CHANGES IN TEXTURE OR SHADING that may appear before or after cleaning; nor for any SHRINKAGE OR STRETCHING, opening of pasted seams, FADING OF FABRICS which may appear in the process of cleaning. FRAY of fabrics in areas of normal wear will not be the responsibility of Premier Specialty Services. WHITE OR OFF-WHITE FABRICS CLEANED ONLY AT CUSTOMERS RISK. Premier Specialty Services will accept no liability for conditions existing prior to cleaning. Nor will Premier Specialty Services be responsible for any damage to fabrics cleaned, unless caused by the negligence of the operator.

Customer agrees to notify Premier Specialty Services of any deficiencies or claims for work done, within seven days of the completion of the work.

If payment is made out to anyone other than Premier Specialty Services, the customer is liable for the full amount of contracted work. I understand that if my check is returned unpaid, I agree to pay a \$20.00 service charge. If my check(s) are not paid within 30 days of the date of the issue, I further agree that I shall be liable for any court fees, bank service charges, interest, and any of the expenses incurred. The signature of the customer on the front of the work order form authorizing the work to be done constitutes acknowledgment of the contract and acceptance of the conditions stated above.

100% No-Risk Guarantee

As the owner, I want you to be super pleased—in fact, absolutely delighted—with every carpet and upholstery cleaning job we do. So every job comes with our ironclad, risk-free guarantee. What does this mean? Simply this: If you are not happy with our work, we'll re-clean the area for FREE. And if you're still not satisfied, you can have your money back. No questions asked and no hard feelings. Nothing is more important than your complete and total satisfaction. We stand behind every job 100%. As a matter of fact, we guarantee you will receive The Finest, Most Complete Carpet Cleaning Ever, or It's FREE!SM

Additionally, if a spot is going to reappear, it will show up within a few days of our cleaning. So if you are unable to remove it yourself, I will give you one full month to call me back and I will attempt to remove it free of charge.

Sincerely,

Scott Thornton

Scott Thornton, Owner
Premier Specialty Services