

PREPARING FOR YOUR APPOINTMENT

- **Vacuuming before we come is not necessary, but may benefit.**
- **Furniture moving: we will move most furniture . Please clear table tops, including lamps, prior to our arrival. (excludes: book cases, electronics, antiques, beds & pianos)**
- **Your door will be ajar during cleaning, animals will need to be contained.**

UPON OUR ARRIVAL

- **Please do an initial walk through with your techs to point out any special areas of concern and let them know which furniture pieces you would like moved.**
- **We will need to park near the door we enter through.**

CAUTION

- **Don't Slip and Fall! Be careful going from damp carpet to tile or hard surfaces. Slippery!**
- **The door will be ajar during cleaning. Be sure pets are contained.**
- **If carpet protection is applied, keep pets and children off until dry.**
- **Do not lay upholstery cushions down until completely dry.**
- **Pads and blocks should remain under furniture over night or until dry.**

TRAFFIC AREAS

- **Some high traffic areas look soiled due to wear and tear. Carpet protectors may prevent some premature wear and help hide existing damage. Dirt can scratch the face of the yarns and carpet protectors fill in the scratches and repel some dirt and stains. Ask your technician for more information!**

DRYING

- **Average drying time is 6-8 hours. Climate, soil load, fabric type all affect this.**
- **Air flow with fans and ceiling fans will reduce drying time.**
- **Heat or Air Conditioning is advised.**
- **Leave pads and blocks in place until completely dry.**

PAYMENT

Payment is due upon completion of service. If you need to leave during service, please arrange payment with technician before leaving.

We accept Master Card, Visa, Checks or Cash. Online payments are also available.

GUARANTEE

- **We guarantee our services. Please contact our office with any concerns, immediately.**
- **Wicking can happen, but will show up after drying. Contact us within 24 hours of appointment to have this resolved.**

