



## Written Money Back Guarantee

We realize you paid for our service and you expect the quality of our work to reflect that, however, we may make mistakes or overlook something or some unusual circumstances interfered with the high quality of work you expect from us. All we ask of you is to call us up to 30 days after the date we cleaned for you and inform us of the problem.

***If for any reason you are not completely satisfied with our service and work or if an area we cleaned doesn't quite look good enough or if spots come back within 30 days, we will come back and re-clean the area or spots you want done. If there are still spots that come back or you are not satisfied within 14 days after that, we will come back and re-clean the area again. If you are still not satisfied, you have up to 14 more days to call and inform us and we will refund the money charged you by us for that particular area or room (even if only part of the room has the issue) based on our per room charges.***

**Please also read what this guarantee does not include, all of which is reasonable and customary:**

**Stains:** Stains differ from "spots" in that they do not come out with chemical spotters or steam cleaning. With modern day specialty chemicals, some stains like rust, red dye or urine can be "removed" without "donut holing" the carpet. This is a time consuming and results cannot be guaranteed. This extra service requires an additional charge. Other stains include colored juices, coffee, bleach mustard, acne solutions and stomach acids from vomit. This list is not all inclusive.

**Suds and Soap:** Some household products like Resolve and Woolite contain soaps and suds when used on spots will spread into traffic lanes. The spot cleans out but the product does not rinse out of carpet fibers and the residues attract dirt that may cause "spots" to look like they're coming back. We recommend Folex for spot cleaning.

**Carpet Fiber Damage:** All carpet develops wear patterns that "shades" a carpet to look a little darker than unworn areas. Some carpet fibers like Polyester are very hard and have very little resilience, so they wear terribly and actually look dirty even after they've been cleaned.

**Carpet Damage (pre-existing):** We may not detect and you may be unaware that your carpet had pre-existing damage somewhere on it. This includes carpet tears and holes, carpet that is rippled or loose (off the tack strip or not tightly adhered to it), seam separation, indentations from furniture or smashed fibers from heavy objects and sun fading.

**Black Filtration Lines:** These are dark or black lines along walls, under doors and along stair sides caused by carpet fibers "filtering" airborne dirt, chemicals and heating soot when an air conditioner or central heating system is turned on. These can develop into stains and are difficult to remove because of potential damage to walls and baseboards and the difficulty of reaching fibers that are curved downward where they attach to the tack strips.

**Excessive Soiling:** When carpet is not cleaned properly or when needed, dirt and oils can bond with carpet fibers and may not want to release. In some cases, the carpet needs to be "restored" and not just cleaned. We cannot guarantee the carpet will look like new or perfectly clean under such circumstances.

**Tile and Grout or Stone Floor Cleaning:** We cannot guarantee to remove all dirt in "pitted" tile. We are not responsible for removing grout "paint" or sealers or any other chemical put on grout lines when doing normal grout cleaning.