

# A Andrews and Sons Professional Cleaning Services Money Back Guarantee

We realize we may make mistakes or overlook something when cleaning for you. So you have up to 30 days to call us and let us know there is something you are not happy with. Our guarantee is....

If for any reason you are not completely satisfied with our service or 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 the spots still come back or you are still not satisfied, we will come back and re-clean the area again. If you still are not satisfied, we will refund the money charged for that particular area or room based on our per room charges.

What this guarantee does not include or cover:

**Stains:** Stains differ from spots in that they do not clean out with chemical spotters and steam cleaning. They include substances such as juices, kool aid, coffee, bleach, mustard, acne solutions, urine and acidic throw up stains and dyes from pet food. These are just examples and not all inclusive.

**Suds and Soap:** Some household products like Resolve and Woolite contain soaps and suds that do not rinse out after one cleaning. These residues attract dirt and cause "spots" to come back. Please inform us of the use of any cleaning products you may have used on your carpet.

**Carpet Damage:** We are not responsible for carpet already damaged by harsh chemicals (like bleach and acidic bathroom cleaners), carpet tears, discoloration or sun fading, holes, snags, burns, wear, ripples, carpet off tack strips, seam separation or indentations or smashing of carpet fibers from heavy furniture.

**Black Filtration Lines:** Dark or black residue along walls, under doors and along stair sides is cause by lack of vacuuming and the "filtering" of dirt by carpet fibers when air moves along these areas when the AC or house heater is run. These filtration lines require special chemicals and time consuming cleaning and many times do not come out.

**Excessive Soiling:** When carpet is not cleaned properly or when needed, it can cause excessive soiling and this ground in dirt just may not want to completely release from the carpet no matter how well it is treated or cleaned. We cannot be responsible to make the carpet look like new or perfectly clean under such circumstances.

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