



## TERMS AND CONDITIONS - Rug Washing

### Services

#### Pick Up & Delivery Options

Date dropped off: ..... Client Initials: .....

Date Delivered/Picked up: ..... Client Initials: .....

#### NOTES / INSTRUCTIONS

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#### WORK AUTHORITY & WAIVER

1. Whilst every effort is made to remove marks, some stains may be permanent. Suck It Up Steam Cleaning cannot guarantee total removal of all stains. Some residual stains may be due to pre-treatment by customer which in some instances will set the stain.
2. If rug is affected by urine or been water damaged, the dyes may be destabilized and there could be colour run. Whilst all care is taken during the cleaning process, Suck It Up Steam Cleaning is not responsible if bleeding occurs. Correction of the dye bleed is at owner's expense.
3. If repairs are required, or any problems are encountered during the cleaning process, or if there is a variation to the quoted price, the owner will be informed, and approval is required before variations are undertaken.
4. If client has previously used any product on the rug, we take no responsibility and cannot guarantee the effect this will have on the rug during the cleaning process.
5. Suck It Up Steam Cleaning will ring client when rug is ready for pick up. If rug is not picked up by client within 3 weeks, a storage fee will apply.

**NOTE:** Some Viscose, Art Silk or Bamboo Silk fibres may not have the same appearance/lustre after cleaning. While every effort is made to avoid any appearance of lustre changes, we cannot guarantee this will not occur. If this is a risk you are NOT willing to take, please call our office immediately to cancel your rug clean.

I, the undersigned, accept the quote given and hereby authorise Suck It Up Steam Cleaning to proceed with the job. I fully understand any limitation explained to me, especially with stain and odour removal. I also agree to pay the invoice total in full upon completion of the job.

We will be in contact once the job is complete and schedule to return your rug as soon as possible.

Name: .....

Signature: .....

Date: .....