

Customer Name
Date :/...../.....
Time of Arrival :
Time of Departure :
Excellence Floorcare Cleaning Operative Present :
Excellence Floorcare Operative Signature

Terms and Conditions

1. All valuables must be removed from the room/s before the Excellence carpet cleaner/s arrive.
2. In order to assist our Operative and aid the cleaning process we would ask you to vacuum all your carpets and/or upholstery in readiness for the work commencing.
3. Excellence carpet cleaners reserve the right to refuse to treat or wash a carpet and/or upholstery if they feel that doing so may damage the carpet or be unsafe .
4. Payment must be made upon completion of work . In the case of a 3rd party offer or promotion a voucher is redeemable instead and only agreed surcharges are payable on the day for e.g – mileage where applicable and extra work carried out. Commercial clients will be invoiced if they hold an Account facility otherwise payment will need to be made upon completion of the work.
5. Payment can be accepted in cash or by cheque with card details and address written at the back . Alternatively you may settle by debit or credit card but a small charge of 2.75% will be added to the total. Should you wish to pay by debit or credit card **you must** inform the Operative who will take your card details and contact the office on the day the service has been provided.
6. Excellence cannot and will not be held responsible for damage arising to furniture , valuables and breakables. These should be removed by the customer before Excellence carpet cleaners arrive. Excellences’ member of staff can help move large items or move them by him/herself as long as these are deemed by the Excellence representative as being sufficiently light to avoid any injury . If the Excellence representative believes this not to be the case and that there are Health & Safety risks in doing so he/she may decline and therefore only the area around the said item/s will be cleaned.
7. Excellence carpet and upholstery cleaners will not be held responsible for damage caused to any items left with a room before or after carpet cleaning has taken place. It is the responsibility of the customer to make sure that all such items are removed before arrival.
8. ***Excellence will aim to generally improve the current condition of the carpet or carpets and/or upholstery to be cleaned . However, Excellence cannot guarantee the part or complete removal of any stains or markings on the said items . It uses a quality range of stain removal chemicals and will use ‘best endeavours’ to remove the said stains/markings in part or entirely. Successful stain removal depends on a number of factors including how long they’ve been stained for and what has caused the stair/mark. In a number of cases old stains which may have penetrated the carpet fibre will have permanently caused a discolouration and will***

be beyond remedy. Should the item/s have numerous stains and the Operative feel that dealing with their attempted removal might impact significantly on his/her time he/she will inform you and agree a Surcharge.

9. No furniture should be placed upon wet carpets which have just been cleaned .This can cause wood stain and metal rust in to the carpet fibres . Such damage is irreversible and Excellence will not accept liability for any damage . No items should be left on the carpet/s until the carpet/s are completely dry and thoroughly vacuumed. If furniture is left in the room/s where the carpet/s are to be cleaned they are left at the customers risk . The customer accepts that if the Excellence representative does (see clause 4) move furniture it will be from one end of the room to the other so that half the carpeted area can be cleaned at one time . It is not practical for the Excellence representative to wait around whilst half of the carpet dries before moving the furniture back and therefore will do so at the customers risk of carpet fibres being stained or marked.
10. Once cleaning has taken place we ask our customers to try and avoid walking on carpets until they are completely dry . Doing so can damage the carpet fibres and stop them from drying correctly.
11. Before any stain removers are used the Excellence representative will carry out a 'test patch ' on the carpet to be cleaned to ensure there is no colour transfer . The test will be carried on an area of the carpet of your choice ; generally somewhere hidden by furniture is recommended . If the customer is not on site the Excellence representative will choose that are in the customers absence.
12. Excellence shall not be liable under any circumstances for shrinkage of carpets. Nor shall it be held responsible for carpets expanding or ripples forming during on or after when this is as a result of factors such as fibre content, wear and tear , weak backing and/or poor fitting.
13. Excellence shall not be responsible for a poor result in cleaning where there is a result of considerable wear and tear and/or staining to the carpet fibres prior to the service being carried out .
14. Excellence shall not be liable for any odours arising during and/or after cleaning when this is due to factors such as , lack of ventilation , and /or appropriate heating.
15. It is recommended that carpets are vacuumed once completely dry and furniture moved back in place after this has taken place.
16. It is the Clients' responsibility to ensure that there is constant Hot water provision . As with all Cleaning , Hot water is a vital element in the process . Without this the result of the clean may not be as good.
17. For your information Carpets generally take between 3-6 hours drying time . Upholstery can take up to 24 hours to fully dry out.
18. Once the Carpets and/or Upholstery have been cleaned you may wish to consider having them protected with '3M Scotchgard' . Should you be interested in this Service please ask the Operative or call the Office on 07919 103138.

THE CUSTOMER

I the customer have read through these terms and conditions and understand that by signing below that I have checked the 'Test Patch' on every carpet to be cleaned and that Excellence Floorcare Ltd cannot be held liable for any damage as a result of carpet cleaning . I am also of legal age (18+) to enter in to this legally binding contract and understand that this can be used in a court of law as evidence.

Customer Name

Customer Signature Date

EXCELLENCE FLOORCARE LTD

As a representative of excellence I have checked every carpet for colour fastening and have found that none has arisen . In any case where discoloration has occurred the carpet/s in question cannot be cleaned without seeking professional advice from the carpet manufacturer and a rescheduled cleaning date will have to be arranged. 'Best endeavours' will be used to remove or improve the look of any staining or marking on carpets .

Excellence Representative Name

Excellence Representative Signature

Date



EXCELLENCE PREFERRED METHOD OF PAYMENT IS THROUGH DEBIT OR CREDIT CARD ON COMPLETION OF WORKS.