

During our experience in the carpet and upholstery cleaning business we have encountered some situations that require restrictions or limitations to be applied. We have listed some of the more common items, however, not all have been listed here. Some items may need to be discussed at the time of scheduling or when the technician arrives to complete the cleaning task. If you have a concern that is not listed here please feel free to discuss it with us. We always try to make your experience with us as pleasurable and problem free as possible.

- When carpet cleaning is priced by the room instead of square foot pricing, room sizes will be limited to 250 square feet. Living Room/Dining Room combinations and "L" shaped rooms count as 2 rooms. If a room or area is larger than 250 square feet, each 250 square foot or smaller section of that area counts as a room.
- Although we make every effort to obtain the best results possible, the nature of certain materials such as excessive wear & permanent staining may prevent us from obtaining satisfactory results. Also, when other cleaning products or treatments have been previously applied, it may be more difficult to remove spots or clean to a satisfactory level.
- Furniture is moved and replaced as a convenience to our customers and we will not be responsible for any damage that occurs to the furniture being moved unless it is a direct result of our negligence. We will attempt to move any furniture that you request, however, some limitations may prevent us from being able to do so. These limitations include but are not limited to the following:
 - Excessive weight or size of the furniture
 - Furniture containing electronic equipment
 - Unstable condition of the furniture
 - Breakable items on top of or inside furniture
 - Previous damage to furniture
 - Possibility of new damage to furniture
 - Room size or contents of room doesn't allow us to safely move furniture
 - Possibility of damage to floor or carpet under furniture
 - Delicate mechanisms may be disturbed (clocks and pianos)
- Some products, for example foot powder and acne medication, may contain substances that will remain dormant and unnoticeable in carpet or fabric in a dry state. If any of these substances are in your carpet, it may then bleach the color from the carpet or fabric when it becomes wet from the cleaning solution, leaving a pink or white spot. Since this is out of our control, we cannot be held responsible for this occurrence