

*The Clean Team is looking forward to
serving your cleaning needs!
(Items being cleaned in our facility)*

Thank you for allowing us the opportunity to clean your valued possessions. We will call the day before your appointment to confirm our arrival time, which is normally an arrival time of a three hour window.



Our turn-around time is about 2 weeks. Rugs contaminated with pet contamination may take longer to complete. Once your items are cleaned, our office will contact you to set up a delivery appointment. As we mentioned when you scheduled your pick up appointment, there is a pick up and delivery fee that can be paid upon delivery of your items.

We do request that your area rug(s) be rolled upon our arrival. They do not need to be tied. They can be left in the room where you rolled them. Upon delivery, we will deliver them rolled. We ask that the rug be rolled up without any padding that you may have for the rug. We do not clean rug pads. If you are in need of a pad, we can cut a new pad to fit your rug while it is in our care.

If you would like us to roll up your area rugs, there will be a different fee, please call our office to discuss the change for scheduling.

It is our sincere desire that you, your family and your household items are completely safe while we are working in your home. Please help us accomplish that by observing the following guidelines:

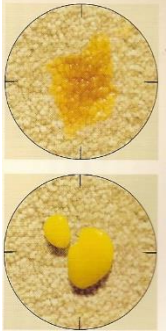
- * For your pet's peace of mind (and ours!) please put them in a safe, quiet place while we are in your home. For safety sake, be sure to keep an extra close eye on your curious little ones.
- * Please call to your technician's attention any spots or stains which may require special techniques.
- * Most importantly, if there is anything we can do to make this experience a better one for you, please let us know.

** We do require payment at your delivery appointment. We accept personal checks, MasterCard, Visa, American Express or Discover. Either of these forms can be given to our team members.*

*Did you discuss carpet & fabric protector with our team member?
5 Reasons You Should Always Get Carpet Protector*

1. Protector reduces permanent stains. A great looking area rug can be ruined by an ugly spot. Unprotected fibers do not repel spillage as well as a protected area rug. Being able to remove spots and spills more effectively, you can avoid permanent staining.

2. Protector helps save your traffic areas from becoming destroyed. Traffic area soil is very abrasive and cuts yarns like a knife. This damaging soil can easily bond to an unprotected area rug. By applying protector, you will increase the life of your area rug dramatically. When you vacuum your protected area rug the soils will release from the fiber much more effectively.



3. Protector makes spots easier to remove. The easier a spot is to remove, the less cleaner you will have to use. The less agitation you will have to use, and the less time it will take. Many spots can be removed easily with just water.

4. Protector makes your next professional cleaning more effective. Having protector applied to your area rug will enhance your next cleaning. More soil will be removed the next time your area rug is professionally cleaned.

5. Protector helps avoid costly service calls. Although you want to call us out to handle any spot you cannot remove immediately, carpet protector helps you remove more spots than you could without protector. You may be able to save a minimum charge by removing the spot yourself.

Do You Have A Pad for Your Area Rug?

1. The Clean Team carries the best carpet pad you can buy. It is a 40 ounce Felt pad with a non-skid backing to hold your rugs in place. We take pride in cutting the pad to specifically fit your rug.

2. A rug will retain it's "like new" appearance anywhere from 15 to 50 percent longer than a rug with no pad. This is because, rather than the face fibers of the rug absorbing the wear and tear of foot traffic, the pad acts as a system of tiny shock absorbers supporting the entire rug surface.

3. A pad under a rug allows more air flow when vacuuming is performed which results in greater efficiency in the vacuuming, providing a higher degree of dry soil removal from the rug.

4. A pad improves acoustics and provides sound absorption.

5. A pad gives the added feeling of luxury under your feet. Due to the added thickness and support, even inexpensive rugs can take on a whole new feel of a more luxurious rug.

6. A pad offers greater thermal installation Chilly floors can be a great deal warmer under the bare feet on a chilly New England morning.

7. A pad receives the wear and tear the floor itself would endure, protecting the floor's finish.

We would be happy to custom cut an underlay for your area rug and deliver it with your clean rug(s). You can let our team know at your pick up appointment or call our office.

Urine Soiling



Pet urine can cause permanent damage to your area rugs. It can also create an unhealthy indoor environment. When urine is first deposited onto an area rug, it is in an almost "neutral" state which means it is easier to remove when it is fresh. Once it dries, it turns "alkaline" and becomes more difficult to remove. If left for days or weeks, depending on the fabric or fiber type, it will permanently change the dye structure, therefore causing permanent staining. Even if the soluble deposits are removed, the damage to the dye structure may already be done. This means that no one can guarantee complete removal of all urine spots.

We do treat pet urine in our facility. If any urine treatment is needed, in addition to our normal cleaning process, there is a minimum charge of \$30.00 per item. Depending on the contamination, an immersion bath may be necessary and will be charged accordingly, after client's consent. This process can take a longer timeframe.

Get FREE CLEANING through our referral reward program!

For each new customer that you send us, we will reward you with a Clean Team certificate worth \$25.00. Your certificate can be used towards FREE CLEANING. Simply refer your family, friends, neighbors, or co-workers, and The Clean Team will reward you automatically. Remember that we offer a 100% money back guarantee, so you can be sure that we will take the absolute best care of your valuable referrals!

If you have any questions or concerns in regards to the information in this letter please do not hesitate to call our office or feel free to discuss them with the technician during your appointment. Thank you, again, for allowing us the opportunity to clean your valued possessions. We look forward to serving you!

Services We Offer: (Residential & Commercial)

*Moth Treatment for Area Rugs * Storage Preparation for Oriental & Area Rugs * Underlays for Area Rugs*
*Wood Floor Cleaning & Restoration * Pick-up & Delivery of Area Rugs * Tile, Grout, Stone Cleaning & Sealing*
*Wall-to-Wall Carpet Cleaning * Upholstery Cleaning*
*Oriental & Area Rug Cleaning * Leather Cleaning & Protection * In-Home Drapery Cleaning*
Stain & Spill Protection Applications
*Pet Accident & Odor Control * Allergy Relief Cleaning * Textile Care Consultants*