

***The Clean Team is looking forward to  
serving your cleaning needs!***  
(In-Home Cleaning/Protecting Appts)

When you booked your appointment, you were given an arrival time. If you are not scheduled for the first appointment of the day, you were given a two hour window of arrival. Due to our team always taking their time to make sure our cleaning is done right the first time, we have a hard time pinpointing an exact time of arrival. We will call you one business day before your appointment to confirm your given time of arrival.

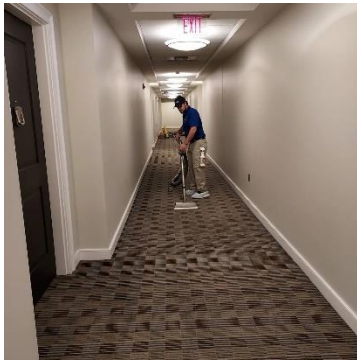


If for any reason you need to change this appointment, we do require that you let our office know at least 48 hours in advance. If we are not notified within 48 hours, a fee of \$50.00 may be charged.

We require payment at the completion of services. We accept Personal Checks, Mastercard, Visa, American Express and Discover. Either of these forms can be given to your technician.

***It is The Clean Team's sincere desire that you and your family are completely safe while we are working in your home. Please help us accomplish that by observing the following guidelines:***

***If you are having carpeted rooms cleaned or hardwood floors cleaned:***



**1.** For your pet's peace of mind (and ours!) please put them in a safe, quiet place where our cleaning won't disturb them. For safety sake, be sure to keep an extra close eye on your curious little ones.

**2.** Please remove any small pieces, such as toys, clothes, dining room chairs, magazine racks, floor plants, etc. from the floors that are being cleaned.

**3.** Remove all items from the tops of side tables, coffee tables, nightstands, and smaller dressers that may be moved during our cleaning process. Such items may include

Lamps, Picture Frames, Magazines & Collectables.

**4.** China cabinets, sectional sofas, entertainment centers, antique and fragile furniture cannot be moved.

However, carpet underneath such items can be hand cleaned where sufficient room is available, or we can edge right around the base.

**5.** Please call to your technicians attention any spots or stains which may require special techniques. A special note about odors: We do everything possible to reduce or eliminate pet odors. However, due to depth of contamination, 100% success may not be attainable.

**6.** Most importantly, if there is anything we can do to make this experience a better one for you, please let us know.

**7.** Please advise your technician about any special requirements to follow when moving your furniture; weak legs, loose tops, etc.

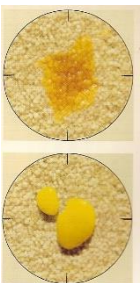
### ***If you are having upholstery or draperies cleaned:***

1. Please inspect for any valuables that may have fallen behind the cushions or inside the framework.
2. Remove all breakable / valuable items from end tables, sofa tables and coffee tables and place end tables away from the upholstery.
3. If you are having your Sectional piece cleaned and it is against a wall, please pull it away from the wall before our arrival. Sectionals are normally in multiple pieces and quite difficult for us to pull away from the wall and place back by ourselves, so we ask, if you would like us to clean the backside of the Sectional, please have it pulled out before we arrive or we can assist you in pulling it out, we just won't be able to place it back.
4. Please call to your technicians attention any spots or stains which may require special techniques.  
Please advise your technician about any special requirements to follow when moving your furniture; weak legs, loose tops, etc.
5. A special note about odors: We do everything possible to reduce or eliminate pet odors. However, due to depth of contamination, 100% success may not be attainable.

### ***If you are having Tile, Grout or Stone Cleaned:***

1. If we are cleaning your shower, please remove all items from your shower, including shower curtains & rod.
2. If we are cleaning your Tile floor, please remove all movable items from the space that is being cleaned.
3. Please be aware that the hard surfaces will be slippery while they are wet.
4. We request that you keep a close eye on your pets and curious little ones to be sure our equipment will not be disturbed while it is being used.

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



1. Protector reduces permanent stains.
2. Protector helps save your traffic areas from becoming destroyed.
3. Protector makes spots easier to remove.
4. Protector makes your next professional cleaning more effective.
5. Protector helps avoid costly service calls.

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!

***Get FREE CASH or 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!

***Services We Offer: Residential & Commercial Clients***

Wall-to-Wall Carpet Cleaning \* Upholstery Cleaning \* Oriental & Area Rug Cleaning  
Leather Cleaning & Protection \* On-Site Drapery Cleaning \* Tile, Grout, Stone Cleaning & Sealing  
Pet Accident & Odor Control \* Allergy Relief Cleaning \* Stain & Spill Protection Applications  
Moth Treatment \* Felt & Non-Skid Pads for Area Rugs \* Wood Floor Cleaning & Restoration  
Pick-up & Delivery of Area Rugs \* Textile Care Consultants

***Do You Belong To Our Birthday Club?***

Let us know the month of your birthday and we will mail you a \$25.00 Clean Team gift certificate that can be used towards any of our services! Call or email our office with the month of your birthday or let your technician know at your next appointment!

The Clean Team, 45 Pembroke Street, Kingston, MA 02364

781-585-4678

[www.thecleanteam.net](http://www.thecleanteam.net)

[info@thecleanteam.net](mailto:info@thecleanteam.net)