



Dear UNIQUE Client:

Thank you for trusting us with your carpet & upholstery cleaning experience. When we're finished, your home will be unbelievably clean and fresh, and the carpets and upholstery will stay cleaner longer than ever before.

Here are some suggestions for you to prepare that will help both of us:

- Please call to your specialist's attention any spots or stains which may require special care.
- Please advise your specialists about any special requirements to follow when moving your furniture, weak or broken legs, loose tops, etc.
- Please pin up any full-length draperies so that they will be at least 6 inches off the floor
- Please pin up any skirts on upholstered furniture which may be touching the carpet.
- Remove all breakable items from furniture which will have to be temporarily moved from its regular location.
- Any small pieces, such as dining room chairs, magazine racks, floor plants, etc. that you can remove from the carpet to be cleaned will shorten processing time and return the carpet to normal use sooner.
- China cabinets, sectional sofas, entertainment centers, antique and fragile furniture should not be moved. However, carpet underneath such items can be hand cleaned where sufficient room is available, or we can edge right around the base.
- 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's sake, be sure to keep an extra close eye on your curious little ones.

Most importantly, if there is anything we can do to make this experience a better one for you, please let us know and thank you for allowing us to serve you. We appreciate your trust and confidence and will do everything to make your experience outstanding.

Please be very careful while carpets are wet. It can be extremely slippery, especially walking from the carpet to any hard surface.

Unique information about odors and spots

We do everything possible to reduce or eliminate pet odors. However, due to depth of contamination, 100% success may not be attainable. Also, for several days after cleaning you may notice an elevated odor due to higher humidity levels and "off gassing", which will slowly improve over several days. Some deep-set oily and protein stains will be removed during cleaning, but over a period they may "resurface" from the backing or pad. If this happens, just give us a call and we will gladly return and attempt to remove these spots again at absolutely no cost to you.

We look forward to seeing you soon!