

Thank you for choosing Ds Carpet & Upholstery Cleaning Services to carry out your cleaning needs.

Please find below our terms and conditions of service and some guidance on what to expect on the day.

- Quote is based on the information provided and itemised in the formal quotation.
- Based on standard room sizes (Living room / bedroom up to 4 x 4m, hallway / landing up to 4m)
- Larger rooms will be re-quoted if required.
- Most general soiling / stains will be removed during the cleaning process, however some may not (high traffic areas where carpet fibres are damaged or there are other underlying issues)
- Any additional stains which have not been discussed prior can be treated separately but may be chargeable (this will be need to be agreed before cleaning commences)
- Please advise beforehand if any other chemicals have been used on the carpet/upholstery (E.g. Vanish / Dr Beckmanns/Washing up liquid etc) as these areas will need flushing out before we start the cleaning process.
- We do not guarantee that stains will be removed. However, we will do our best to treat each stain accordingly as there are just too many variables to be able to say with 100% certainty.
- We would request that, wherever possible, smaller items be removed from the area prior to our arrival so we are able to clean as much area as possible.
- Any valuable / irreplaceable / fragile items should be removed from the area prior to our arrival.
- Please note that we are unable to move large furniture due to health and safety regulations. However, we can clean around/under where possible.
- We will not unplug electrical items / media units (E.g, TV's, consoles etc) - please ensure these are unplugged and moved in advance.
- Payment is to be made immediately once the cleaning has been completed. This can be done via bank transfer or cash.
- If you are not completely satisfied or if you have any queries about the service carried out please get in contact with us within a 24 hour period so we can discuss and rectify accordingly.

Please get in touch if you have any queries or questions regarding the above terms and conditions or if you need any further information.