



Upholstery Cleaning Guidelines

To ensure all aspects of a successful cleaning visit, please consider the below guidelines. Please note: Arrival time is within one half hour of appointment due to traffic in the Metro Atlanta area. Thanks so much!

PRIOR TO OUR VISIT

- * **Have had a chance to discuss all concerns with us** (odor, soil, pet urine, stains, spots, other)? We ask this so that we can be as prepared as possible when we come to do the on-location cleaning (that is, we bring the right equipment and cleaning solutions)
- * **Do we have pictures** of the furniture, labels, and closeup pictures of any spots or stains?
- * **Do we know the fiber type** of the upholstery (synthetic, linen, cotton, silk, blend, other, unknown)? Please let us know if the fiber has a velvet texture/look. If there is a brand/model/style on the internet, you have provided this information so that we can look it up online.
- * **Are we aware of the upholstery access** (for example: can we access the furniture or will it need to be moved around to access all sides, what floor is the furniture on, etc)?
- * **Are aware of all parking limitations and building access requirements** (driveway parking vs garage and street parking)?
- * **Please arrange to have fragile/valuable items moved** beforehand. We want your items to be safe during cleaning.
- * **Please arrange other service providers on another date if possible.** Pricing may be impacted if we need to accommodate other service professionals while we work.

ARRIVAL—DAY OF CLEANING

- * **Please have an authorized person able to sign off on the scope of work and service authorization form.**
- * **Please make sure we are aware of any special circumstance while we are onsite** (animal considerations, water access preferences, etc)
- * **Full payment is due at completion** of cleaning services unless other arrangements have been made.

Our goal is to provide the best customer experience possible. Thank you so much for your assistance and for choosing Benedict Fine Rug Cleaning!

