



Pickup and Delivery Guidelines

To ensure your rug pickup/delivery is as quick and smooth as possible 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!

PICKUP

- * **Please have an authorized person to sign off for the rug and provide payment.** Half payment is due at pickup unless other arrangements have been made.
- * **Arrange to have fragile/valuable items moved** beforehand. We want your items to be safe during rug removal.
- * **Try to remove all furniture off the rug.** To keep costs to a minimum, we suggest you have your rugs free of furniture and ready to be removed. If Jeff needs your assistance with moving any furniture or if he needs to get out any furniture moving equipment (for example sliders, lift) to move furniture off the rug, there may be a charge for furniture moving. We can coordinate with furniture movers to move large/heavy furniture (pianos, china cabinets, large bookcases, beds).
- * **Please leave enough time to review the service authorization form with Jeff.** Ensure you have enough time to review your concerns with each rug with Jeff. It is important that he discusses any cleaning limitations given your concerns (approximately 1-5 min per rug).
- * **Remove any rug pad.** Do not roll rug pad up with the rug. We can discard your rug pad for you (please ask us about pricing for this convenience).
- * **We are aware of all parking limitations and building access requirements** (driveway parking vs garage and street parking).

DELIVERY

- * **Please have an authorized person to sign off for the rug and provide final payment.**
- * **Rug and rug pad installation may be extra.**
- * **Furniture moving may be extra.** To keep costs to a minimum, we provide rolled rug drop-off service. If Jeff needs to help you with installing your rug/rug pad, there may be a charge for rug placement and furniture moving. We can coordinate with furniture movers to move large furniture (pianos, china cabinets, large bookcases, beds).

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

