



THE TU'S GROUP INC.

What to Do Before We Clean Your Carpet

**** 48 hours cancellation policy****

We know your time is valuable. If we are late, we'll call ahead to let you know. We ask that you do the same for us. If you must cancel or reschedule, please let us know within 48 hours.

**** Please note:** *The estimate price given on the phone is what its name says it is—an estimate. We'll measure your area and give you an exact price base on the cleaning package you chose before we begin.*

Thank you for trusting us with your carpet cleaning. We promise you the best possible job with minimum inconvenience to your family. In order to make your carpet cleaning experience go as smoothly as possible, we ask that you attend to the following preparations before we arrive for the job:

- Please place the bottom of your full-length draperies through a hanger and hang them on the window sill or drapery rod.** This will protect your draperies from water circling and allow our technicians to clean all the way to the wall without touching them.
- Please pin up upholstered furniture skirts and bed skirts** that could come in contact with damp carpeting.
- Clear away any breakable items (lamps, figurines, decorative items), electronics, hutches, or small desks that may break.** Insurance regulations do not allow our technicians to move furniture with breakables present. If you select the premium or value cleaning package, we will gladly move lightweight furniture (dining room chairs, ottomans, magazine racks, etc.) for you.
- If you have antique furniture or other items that require special handling or attention when we clean your carpet, please let us know.** An extra fee applies to heavy furniture such as bed, china cabinets, dressers, fish tank, TV and computer etc. (Unless completely emptied and separated).
- Please save us a parking space near your door.**
- Please use caution around the hoses we bring in;** tripping and slipping may be a hazard.
- Please show our technicians any spots or stains that may require special attention, and identify the stain's source when possible.** Tell us your every concern.
- Place any family pets or animals outside or in an area of the house that is not being cleaned when we arrive.** This will ensure that your pets will not be frightened by our carpet cleaning equipment (we don't bite!) or accidentally leave the house when we come in and out of the home with equipment. Moreover, it will allow the carpet to dry undisturbed.
- To speed the drying of your carpet please follow these climate control guidelines:**
Summer—air conditioner set at 75°F or cooler. Winter—heat set at 68°F. All seasons—circulate air around cleaned carpet with ceiling and box fans.

Thank you for helping us serve you better. We want you to be completely satisfied with our work in every respect. Never be too shy to complain.

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