



Terms and Conditions

CARPET AND UPHOLSTERY CLEANING

Restore Carpet and Upholstery Steam Cleaning cannot guarantee that all stains will be removed during the cleaning process. Stains from caustics, low ph acids, high ph alkalises and dyes may be permanent stains and cannot be removed. Restore Carpet and Upholstery Steam Cleaning cannot be held responsible for any pre-existing condition that is not apparent upon visual inspection. This includes fibre damage, fibre loss, delimitation and colour fade, these are often caused by poorly installed carpet/upholstery, UV damage, chemical burns from a previous application not suited to the carpet/upholstery fibre, poorly set dyes from manufacturing, pet stains or any chemical that is of high or low ph. (this includes supermarket chemicals and home remedies such as the use of bicarbonate soda, vinegar, laundry detergent, and nappy san etc)

Restore Carpet and Upholstery Steam Cleaning **DO NOT USE ANY PRODUCTS THAT WILL CAUSE COLOUR LOSS**. Eg, Bleach/ Chlorine or optical brightening agents, therefore will not be held accountable for bleaching or colour loss.

FURNITURE COLOUR TRANSFER

Restore Carpet and Upholstery Steam Cleaning will not be held responsible for colour transfer from furniture. This is often caused when furniture is placed back on carpets prior to completion of the drying process, or furniture remaining in the room during cleaning. Restore Carpet and Upholstery Steam Cleaning recommend removing all furniture from carpet and allowing the carpet to completely dry prior to returning any furniture to the carpeted areas.

RUST ON UPHOLSTERY

Restore Carpet and Upholstery Steam Cleaning will not be held responsible for rust surfacing after cleaning, while all effort is made to avoid the possibility of rust on upholstery, there are often buttons, nails, staples and screws that are used in the manufacturing of upholstery that can cause rusting of the upholstery fabric. This can be unavoidable. We will however return and attempt to rectify the issue if it should happen to occur, but Restore Carpet and Upholstery Steam Cleaning will not take responsibility for replacement if it can't be rectified.

END OF LEASE/VACATE CLEANING

Restore Carpet and Upholstery Steam Cleaning do not guarantee the return of bond moneys from end of lease carpet cleaning. This is due to variations in carpet condition, fibre type, causes of stains and the inability to guarantee the complete removal of all stains, fibre damage and bleaching.

SIZING AND MINIMUMS

Standard carpet cleaning is charged per standard room, with a maximum size of 16 square meters and includes simple stain treatments. Our standard prices do not include advanced stain treatments for stains like urine, paint, oil/grease spills, bodily fluids or stains that require heat transfer. These same conditions apply for upholstery cleaning, with fabric upholstery lounge cleaning charged per standard seating position. Leather upholstery is subject to additional charges. Restore Carpet and Upholstery Steam Cleaning have different minimum charges for different services.

TILE AND GROUT CLEANING

Restore Carpet and Upholstery Steam Cleaning cannot be held responsible for the following possible unforeseen conditions that may occur during the high pressure cleaning process of tiles and grout. Loose, missing, cracked or faded grout. Loose, chipped, cracked or scratched tiles. Restore Carpet and Upholstery Steam Cleaning do not guarantee complete stain removal off tiles and grout. Occasionally there is shadow staining that will remain. Restore do not use bleaching agents on tiles and grout, this can cause damage and softening of the grout as well as colour loss to the dyes used to colour grout. Restore do not attempt to colour match areas of grout that have had bleaching agents applied in the past.

PAYMENT

All payments are to be made prior to commencement of services or immediately upon completion, this is at the sole discretion of the technician on the day. Payment is by cash or eftpos only, EFT (electronic funds transfer) is not an accepted method of payment. Payment plans are also not accepted.

CLAIM PERIOD

Restore Carpet and Upholstery Steam Cleaning will only warrant defective workmanship claims made within 10 days of service completion. The customer must also give Restore Carpet and Upholstery Steam Cleaning the opportunity to rectify the issue, at a time that is suitable for both the customer and Restore Carpet and Upholstery Steam Cleaning. **By using Restore Carpet and Upholstery Steam Cleaning you agree to all the above conditions and limitations. Conditions subject to change at any time.**