

Hello – The following is our cleaning general liability waiver, chemical waiver and odor info all in one. Most may not apply to you, but to conserve I've combined all below. Please let me know if you have any questions, sign and return.
Jennifer Reynolds Ace Rug Cleaning Company, Since 1959

I have read and agree to the following:

SIGNATURE: _____ DATE: _____

IMPORTANT Odor Information:

Sometimes it's hard to cover and discuss the many important facts regarding odor, pet accidents, smoke or water damage. Those types of damage often need more than regular cleaning. I've listed below important info to assure you know what to expect and understand your options.

- Cleaning does not deodorize or eliminate odors alone.
- Deodorizers help eliminate odors by masking them, while enzymes work differently in that they neutralize more than mask.
- Enzymes, mildewcides, and deodorizers have fragrances. Please be aware your rug may smell like the odor and mixture until fully aired out and neutralized.
- Deodorizers & enzymes are applied by us per paid application. Strong odors & some odor sources may need multiple applications.
- For strong stubborn odors be prepared at home to air out and apply additional products until eliminated.
- Try not to leave rugs with odors rolled. That holds and traps odors.
- Due to the many variables in treating odors & stains it is impossible for us to promise or guarantee any results.
- Pet accidents on natural fibers (wool, jute, etc.) are more difficult to safely treat than those stain guarded or synthetic. Add Scotchgard to help cleanup future stains or accidents.
- Previous chemicals can cause reactions with our products especially products containing Oxi Clean. Please let us know products used and understand the risk of possible reactions.
- Pet accidents are a huge problem for all of us. If accidents aren't addressed properly they can be almost impossible to remove. Accidents that go unattended or improperly cleaned are often the biggest problem. Our website has a blog "Meet My Mess" to help you address this issue properly when it happens. It may help you with future problems of this nature. There are many other helpful tips at acerug.com and I'm always just a call away.

Bad Stains - Chemical Treatment Release:

In addition to general cleaning we have alternative chemicals we can apply to urine, feces, vomit, etc., stains that have proved to be 70-80% successful in reducing the appearance of those stains. However in half of those cases there were some color loss and wool damage observed when we use those mixtures. Therefore, we do not recommend their uses except as a last resort and require a signature above exempting us from any guarantees or damages that may occur from their use. Please sign you understand the chemical risks and will hold Ace Rug Cleaning harmless for damages associated.

General Waiver and Terms:

Ace does not guarantee specific cleaning results. Please disclose item(s) history, products used, source of damage and soiling. A wet method of cleaning is normally used. Therefore, you must be sure your rug (s) or fabric is colorfast. Ace cannot be held liable for any fading, bleeding, shrinkage or color loss. At your request fringes may be bleached for additional cost. Embedded/excessive hair may not all come out with cleaning. Cleaners, deodorizers, pet treatments, protectants, enzymes and moth deterrents vary in effectiveness and results are not guaranteed. Previous chemicals and/or animal stains may cause color change during the cleaning process. Color change is rare but possible and Ace cannot be held liable of any color change. The staff is extremely careful when cleaning rugs and the cleaning process is extremely safe, but some rugs are in bad condition, fragile or have unseen month damage which could result in yarn loss. Ace cannot be held liable for damage to fringes or any yarn loss. Animal stains and/or odor is difficult. Regular cleaning achieves variable results. Please let us know and discuss optional treatments. Please be aware, effectiveness varies, even with these treatments there is no guarantee to permanently remove pet stains or odors. Please view your items immediately upon delivery. After 10 days normal rates apply to any touchup or re-clean. During in home services, it's your responsibility to supervise the handling of rugs or furnishings and to clear work area of breakables. All Sales are final. No Refunds. Ace Rug Cleaning does not store rugs and will not be held liable for rugs left over 30 days. After 30 days storage and handling charges will be applied. Items left over 90 days will be disposed of and accounts turned over to collections. Past due amounts are subject to finance charges 1.5% per month, which is an annual rate of 18%. Collection fees and Attorney fees will be due in addition to the invoice amount, fees and finance charges.