

## **Our thorough 10 step cleaning process. Our promise to you , of a professional carpet & upholstery cleaning done correctly everything.**

1. **Inspection:** This inspection will determine the best course of action regarding your carpet & upholstery cleaning needs. An written estimate will be provided to you before any cleaning takes place. This will be an agreed upon price for your cleaning services. No hidden cost or charges.

2. **Vacuum:** It is important to remove small and large dry particles or dirt which are lying loosely on the surface of your carpets & upholstery. Removing dry particulates prior to steam cleaning.

3. **Specialty Stain Removal & Repair:** Before your steam cleaning takes place we will preform any specialty stain removal or repairs to the flooring needed. This work will be outlined in Pre inspection estimate. This may include, red stains, protein stains, grease, blood, urine, ect. Pet stain and odor remove .

4. **Conditioning:** Specially formulated agents will prepare your carpet & upholstery for maximum soil suspension. These agents will remove soil and other harmful elements that become embedded deep into your carpet which over time ruin your carpets & upholstery appearance and color.

5. **Steam Cleaning:** High Powered “Steam Extraction”: Cleaning solution under high pressure and temperature are sprayed into the carpet fibers, our powerful vacuums immediately extract the cleaning agent along with soil, leaving your carpets fresh and clean with “no soap” residue to attract future soiling.

6. **Post Treatments:** After your carpets & upholstery has been steam cleaned, we will apply any necessary post treatments. This includes deodorizers or odor counteract-ant products depending on the inspection notes.

7. **Carpet & Fabric Protector :** Recommended on every annual cleaning to protect from future stains or severe soiling. Carpets or upholstery are groomed and fluffed to insure proper drying and to restore the original luster of the fiber.

8. **Grooming:** We will go over the freshly cleaned carpet with an industrial pile brush to reset the carpet pile and nap direction to insure a fast and even drying process .High powered air movers are used in some cases depending on carpet density and preferred drying time of customer.

**9. Post Inspection:** It is a chance for the you to walk through with the technician and asses and inspect the finished product. Make sure everything has been done to the customers satisfaction and answer any questions the customer may have regarding their cleaning. This is a great opportunity to address or schedule any future cleaning needs with the technician.

**10. Invoicing :** Cleanest On Earth does not bill customers for residential cleanings. Payment is due at time of service. Cleanest On Earth accepts all forms of payment , including major credit and debit cards. This amount owed is based on the inspection notes and the written estimate that was agreed upon prior to work beginning. There are NO HIDDEN COSTS or SURPRISE CHARGES.