



## Satisfaction Guarantee Policy

At CleanExpert, we take pride in delivering high quality upholstery cleaning services to our valued customers. We are committed to ensuring your complete satisfaction with our work. To demonstrate our dedication to excellence, we guarantee that your upholstered furniture will be thoroughly cleaned and refreshed to the best of our ability. If, for any reason, you are not completely satisfied with the results of our upholstery cleaning service, please contact us within 24 hours of the service completion, and we will make it right at no additional cost to you.

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### Terms and Conditions:

1. The customer accepts and understands that any complaints regarding poor service must be justified and reported within 24 hours from the service date. Failure to do so will result in the customer not being entitled to a recovery session.
2. CleanExpert requires the presence of the customer or their representative both at the beginning and end of the service session for inspection purposes.
3. CleanExpert does not undertake restoration work on materials. Therefore, the restoration of colors is NOT GUARANTEED. Clients should understand that upholstery might not have a consistent appearance after cleaning due to variations in wear and tear. Some stains may not be visible until the dirt is removed, and it might not always be possible to completely eliminate these stains. While the CleanExpert crew will make their best efforts to deliver satisfactory results, customers are requested to acknowledge these common limitations inherent in all cleaning operations.
4. CleanExpert does not cover issues arising from pre-existing damage, wear and tear, or any alterations made to the upholstery after our service. We are also not responsible for any permanent stains or damages that were explicitly pointed out to us before the cleaning.
5. CleanExpert reserves the right to decline conducting more than one recovery session.
6. The customer agrees that the recovery session is subject to slot availability.

***-CleanExpert-***

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