



PG Long Carpet Cleaning (CCB License 158700) has been scheduled to perform work at your residence. You or your agent must be present at the time of services. These terms constitute the entire agreement between the parties and supersede all prior agreements, written and oral, courses of dealing, or other understandings between the parties. No modification of this agreement shall be binding unless in writing and signed by both parties. All work will be provided in a professional manner using reasonable care to obtain reasonably satisfactory results.

PRIOR TO CREW ARRIVAL: You must move all breakable and valuable items from tables and walls to an area of the residence where the carpet is not being cleaned. Remove or put in a secure place all cash, jewelry, and other valuables from the residence prior to the cleaner's arrival. PG Long is not responsible for unsubstantiated claims of missing or damaged items. Although we exercise reasonable care in the carpet cleaning process, small nicks, dents and scratches may occur. PG Long has no responsibility for repairs when reasonable care has been used. Pets should be removed from the residence or secured in an area that is not being cleaned. PG Long has no responsibility to monitor or control your pets. Please disconnect any electric items where carpets are being cleaned.

CAUTION: Carpet can be slippery when wet after cleaning. Average drying time is 12-24 hours. Please use caution, especially when moving from carpet to hard surface.

UPHOLSTERY: As upholstery is particularly delicate, our technicians will evaluate it before beginning work. Backing, lining, and other materials and processes used in manufacturing furniture may produce adverse effects, which can occur due to the cleaning process. Upholstery cleaning is performed at owner's risk. PG Long is not liable for damage resulting from the upholstery cleaning.

AREA RUGS: Rugs should be moved into a safe location for cleaning as they may bleed color into the carpet below. PG Long is not liable for damage to specialty rugs (i.e. oriental rugs), as it is recommended that they be taken to a specialty cleaner for maintenance.

WATER RESTORATION SERVICES: In the event of a call out to a flood, PG Long will service the carpet and pad only. PG Long is not liable for structural damage or mold in the sub flooring, walls, or furniture caused by water intrusion or any remaining moisture. In addition, PG Long has no obligation to inspect any part of the building for water intrusion, dry rot, mold or any other condition, or to report any such condition to customer. Customer acknowledges that further examination and destructive testing of the project may result in discovery of such conditions, which can be progressive. For economic reasons, customer has elected to refrain from asking PG Long to undertake further examination and testing and, thus, customer assumes all risks arising from that election. Customer is responsible for securing the property upon completion of PG Long's work and customer accepts all risk of loss for any PG Long equipment left on site.

PAYMENT: For private residences, the undersigned agrees to pay PG Long upon completion of work. For multi-family properties, the management company agrees that it is responsible to pay PG Long within 30 days of the date of PG Long's invoice. Interest on any unpaid amounts accrues interest at 2% per month. Customer agrees to pay all reasonable collection costs, including attorney fees, whether or not suit is necessary. A \$35 returned check fee is added to the invoice for each returned check.

This form must be signed and returned to the cleaning technician prior to cleaning and/or flood work. By signing below, the resident or property agent acknowledges and agrees with the above terms.

Resident Name	Resident Signature	Date
Residential Address or Property Name:		