



**THIS AGREEMENT** is entered into this day of \_\_\_\_\_  
by and between On The Spot Carpet Cleaners, whose business is  
located at 35 Terbar Ct, Dover Plains, NY 12522, hereinafter referred  
to as OTSCleaners, and (name) \_\_\_\_\_,  
hereinafter referred to as Customer, whose residence is located at  
\_\_\_\_\_. Customer wishes to have services  
provided at the address given above and OTSCleaners has agreed to  
provide such services in compliance with the terms and conditions and  
for the consideration set forth as follows:

- Please remove any knick-knacks and breakable items from any furniture you would like moved and cleaned under. Also, remove any furniture that may require special care(i.e., weak legs, fragile).
- Heavily loaded pieces such as china cabinets, bookshelves, and home entertainment systems cannot be moved unless they are completely empty. However, we do have special edging tools that allow us to clean right up next to the item without you removing the contents.
- Normally, we do not move heavy appliances such as stoves, refrigerators, washers, dryers, etc. However, once again we can edge right up to them and if you remove the front "kick plate" we will be happy to clean some distance under them.
- For your pet's peace of mind (and ours!) please keep them in a safe place where our cleaning will not disturb them.
- Several electrical outlets must be available for us to use
- If the customer has a dog, cat or other hairy pet animal where an extensive amount of animal hair will slow down the cleaning process, an extra \$10.00 will be added to the service price, unless a different arrangement has been agreed with OTSCleaners
- Customer's responsibility is to arrange parking for our vehicle during the time spent at customer's premises
- All carpet-cleaning prices are subject to \$30.00 minimum call out charge.

## **PAYMENT**

- **Payment is due upon completion of the job on the day of the service.**
- All outstanding balances for cleaning services carried out are payable by cash or check made payable to the On The Spot Carpet Cleaners.
- If paying by check, the customer will be responsible for all bank and legal charges resulting from a dishonored check.

## **LIABILITY**

- **All fragile, valuable and highly breakable items must be secured or removed.**
- OTSCleaners advises that the customer must be present at the time of completion of the job so an inspection can be carried out and any corrections made on site on the same day.
- In case of damage caused by OTSCleaners, we will repair the item at its cost. If the item cannot be repaired OTSCleaners will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from an OTSCleaners source upon payment of cleaning services rendered. If the customer is not completely satisfied with a cleaning job, OTSCleaners will take reasonable action to re-clean any areas and items to customer's satisfaction.
- OTSCleaners reserves the right not to be responsible for a cleaning job that is: not complete due to a power outage; wear or discoloring of carpet/fabric becoming more visible once dirt has been removed; failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods; existing damage or spillage that cannot be cleaned/removed completely.

## **CANCELLATION.**

- Customer may cancel a cleaning visit/s by giving at least 24 hours advanced notice.
- Customer agrees to pay \$30.00 cancellation fee if the customer cancels less than 24 hours prior to the scheduled appointment.
- Customer agrees to pay \$30.00 cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in (15 min. wait); or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills.

By ordering OTSCleaners service by telephone, e-mail, or OTSCleaners website the customer agrees to be bound by OTSCleaners terms and conditions.

OTSCleaners reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Please check this website for updates.

Customer Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_