

FAQs | CARPET CLEANING SERVICES

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1. What areas do you cover?

Our carpet cleaning service is available for customers within the M25 area.

Please contact our office to make sure your area is covered by our services.

2. Are you insured?

Yes, we have a full public liability insurance which covers any accidental damages to your property caused by our cleaning team up to 1 million pounds.

There is a £50 excess on all claims.

3. Shall we vacuum the carpet before your carpet cleaning service?

Yes, you have to vacuum your carpet, as vacuuming is not included in our carpet cleaning services.

However, we can vacuum your carpet prior to the carpet cleaning service but an additional charge will apply. Please contact our office for a quote.

4. How long time will it take for my carpet to dry?

This depends on a number of factors such as: season, weather conditions/ temperature/, the type of service being performed/whether normal or including stain treatment/, thickness of the carpet, etc.

Usually it takes 3 hours for the carpet to dry.

5. Do you offer any service quality guarantees?

Before commencing the service we will inform you of the expected results.

Our aim is to provide expert service in all areas of cleaning and in this regard we constantly improve our quality and methods of work.

Something else, we try to meet all our clients requirements by providing regular training to our staff.

However, if you are not happy with the final result, we will re-do the job with no extra cost for you.

6. Which method of carpet cleaning do you use?

We use the steam cleaning method which proves to be one of the most efficient methods with regard to the final result- a fresh, clean and renovated carpet.

7. What are the methods of payment?

We will ask you for a £15 deposit on the day of booking the service and the rest is paid on the day the service is performed.

Deposits could be paid by credit/ debit card and the outstanding balance by cash or cheque.

8. Do you have a minimum charge for the carpet cleaning service?

We charge a minimum of £50 per carpet cleaning visit.

9. What are your office working hours?

Our office is open Monday-Friday 9.00am-18.00pm and Saturdays 10.00am-16.00pm.

We will be happy to serve you during our office working hours. Alternatively, you can leave a voice mail message on our office telephone number,

send fax or e-mail.

Tel.: 0800 043 11 43

Fax: 020 7476 2285

e-mail: info@experthomeandofficeservices.co.uk