Rug Cleaning Authorization and Liability Release

We know your rugs are important to you and we will treat it with care as though it were our own. All work at Referral Cleaning & Restoration is carefully performed by responsible, professionally trained technicians following IICRC industry guidelines. There are some potential risks in cleaning rugs and we want you to be aware of them ahead of time.

1. **Some conditions cannot be corrected with cleaning.** Our results may be limited by the conditions and nature of an item being cleaned. We cannot be held responsible for pre-existing conditions, manufacturer/use related problems or limitations caused by unusual conditions. Preexisting conditions are noted upon initial inspection but some conditions may not be noticed until during/after cleaning or upon closer examination.
2. **Urine Stains / Odor:** There is no guarantee on odor removal. The only way urine odor can be removed from a rug is by fully immersing the rug. Urine can damage the dye/fiber bond causing colors to bleed and deterioration of fibers.
3. **On Occasion Cleaning Can Cause:** Shrinkage, buckling, cellulosic browning, texture change, splitting / fraying / deterioration / disintegration of worn or aged fibers, delamination / backing separation, texture change, discoloration of the backing, latex odor, appearance of white knots. Pooling/Shading may become more highlighted.
4. **Colorfastness:** Varies depending on the materials and dyes used in manufacturing. We test rugs for dye stability before cleaning and take appropriate precautions to mitigate dye migration. However on occasion the dyes in a rug behave in a way that we could not anticipate. Fugitive/ Migrating/Bleeding dyes could occur during cleaning.
5. **Fringe:** Heavily soiled fringe requires a more aggressive cleaning method which could result in the fringe tassels untying or the end of the rug to pull away/unravel.
6. **Specialty Spotting:** We cannot guarantee 100% removal of all spots/stains. This especially applies to natural fibers because of their absorbency and sensitivity. Previous use of store bought spot cleaners with high alkalinity can damage the fiber or discolor/bleach the color. Aggressive products required to remove some difficult stains have the possibility of removing color. I give Referral permission to use Reducing/Oxidizing agents if deemed necessary to remove pre-existing stains with the understanding that they may permanently remove color particularly from natural fibers.

Please circle your answer. If neither is circled we will assume Yes.

YES NO

Our liability under any circumstance will be limited to the amount of our cleaning charges. Your signature indicates that you understand that there are risks involved beyond our control and with these conditions in mind you are authorizing Referral Cleaning & Restoration to do the work at your own risk, holding Referral Cleaning & Restoration harmless from liability and agree to the conditions below.

Client Signature _____Date_____

Conditions

- **Turnaround Time** - Most rugs will be ready for pick up or delivery within 7-14 days, we will contact you if it will be different. 15% surcharge for less than 7 day turnaround. We will call you when your rug is ready.
- **Storage Fee** - If you do not pick up your rug in a timely manner, an additional storage fee of $1.00 per day, per rug will begin 30 days after the date you were called to notify you your rug is ready for pick up. If the rug is still not picked up after 90 days you authorize our company to either sell or dispose of your rug as we see fit.
- **Delivery Fee** - Allen County Delivery / Pick up Fee $25 each way
- **Payment** – Payment in full required upon completion

Inspection

Pre-Existing Condition Of Rugs

Check All That Apply	1	2	3	4	5	6	7	8
Abrash								
Bleach Spots								
Browning								
Buckling								
Burns								
Cleaned Before								
Cleaning – First Time								
Color Run/Bleeding								
Curled Edges								
Cuts /Rips/Holes								
Delamination/Latex Decay								
Dry Rot								
Edge Damage								
Excessive Soil								
Excessive Stains								
Fading / Sunlight Damage								
Fire / Smoke Damage								
Food Color Stains								
Furniture Stain								
Insect/Moth Damage								
Irregular Shape								
Latex Odor								
Mildew								
Pulled Tufts								
Shading/Pooling								
Sprouts								
Tea Wash								
Texture Distortion								
Thread Bare								
Unraveling Ends/Sides								
Urine Odor								
Urine Stains								
Water Damage								
Water Stains								
Wear								
White Knots								
Writing/Stenciling								
Yellowing								

Pre-Existing Fringe Condition

Bleached								
Bleach Rot								
Browning/Yellowing								
Excessive Wear								
Glued								
Loose								
Replaced								
Rug Color Run								
Tassel Loss								
Tea Wash								
Tear								