



RENDALL'S CERTIFIED CLEANING SERVICES

"Livingston County's World Class Cleaners"

810-225-2184

www.RendallsCleaning.com



*That's me, Scott!
with my old pal
Dante*

Hi, and thank you so much for choosing Rendall's Certified Cleaning Services for all of your carpet, tile & grout, upholstery cleaning, rug cleaning, wood floor refurbishing, and water damage restoration needs!

Please take a few moments and carefully read this overview of what to expect with your upcoming cleaning appointment. By following this quick preparation guide, our cleaning will go a little bit easier for both you and our expert cleaning craftsmen.

We take great pride in our extended family history of friendly, results-oriented, professional cleaning and restoration. Our stellar reputation is of utmost importance to us. We know that by doing a great job every time creates happy clients, which makes us happy and successful. You could say we're in the "Making Our Clients Happy" business!

Because our reputation is so important to us and our entire company culture, if at any time you do not feel as though you were treated with utmost respect and professionalism, or if you're not happy with us for whatever reason, please let me know right away and I will cheerfully make things right with you. If you need to reach me immediately my cell number is 517-404-6938. Now that you know a little more about us and what to expect, let's go over some cleaning preparations.

BEFORE WE ARRIVE

- **Furniture moving:** Please remove small, light items and breakables. We are always respectful, careful, and considerate of your home, belongings, and furnishings, so to avoid accidents we ask that you remove small or breakable furniture and items from around the areas we'll be cleaning. Please also pick up toys, clothes, or other loose items from the areas we'll be cleaning. Please note: we are more than happy to move manageable furniture to clean underneath. Due to liability reasons, we cannot, however, move very large furniture, electronics, or furniture with delicate or breakable items inside such as full china cabinets, hutches, entertainment centers, TVs, pianos, etc.

- **Vacuuming:** Since we pre-vacuum before we start cleaning, it is not necessary for you to vacuum before we arrive.

- **NOTE FOR RUG CLEANING PICK UPS AND DELIVERIES** – If we are picking up your rugs for cleaning, or delivering them back after we're done cleaning them, please have the furniture removed where the rug(s) go before our arrival. If you need our assistance with removing furniture to access your rugs, please let us know at least 48 hours ahead of time so that we can

allot extra time for the pick up. FYI – we can also clean most rug mats and pads. Because we normally do an inspection of your rugs, you won't need to roll them up for pick up, unless it is more of a convenience for you to do so.

- **Parking:** Please have a spot open for us to park our truck as close as possible to your home or business closest to the area(s) that we'll be cleaning. We will need to bring in some small cleaning tools, solutions, and 2 hoses through the door. For your peace of mind we use a SEAL-A-DOOR temporary barrier to keep AC/Heat in, and weather/critters out!

Also, once we set up for cleaning, it's difficult to move our truck around, so if you plan on going anywhere during our cleaning, please have your vehicle parked so that you can leave without us having to move our truck. Thanks!

WHEN WE ARRIVE

- **Children and pets:** For safety purposes, we ask that you secure your pets and keep an eye on your children while we clean. Please keep them clear of our equipment and solutions. Safety is paramount with Rendall's!

- One of our first steps is to do a **walk-through** with you. At this time please point out any areas of concern like pet spots, spills, stains, recurring spots, etc. This will help us to identify and use the appropriate spotters and neutralizers.

- **Hoses and equipment:** Before we begin cleaning we will need to bring in 2 hoses that attach from our truck to our cleaning tools. We will also need to set up several other small tools. We will keep them out of your way as much as possible; however, we do ask that if you need to walk near our hoses and equipment to be very careful not to trip over them.

- **Slippery floor surfaces:** To do a great job, we only use the best and safest cleaning products that are designed to break down sticky and micro-particle soiling. These products tend to be slippery until we remove them during the cleaning process. If you must walk on the area(s) we're cleaning, please be extremely careful that you don't slip. Slipping is especially easy when stepping off of damp carpet on to hard floors like tile or wood floors, so please watch your step.

WHEN WE'RE DONE

- **Post Inspection:** After we are finished cleaning, we will do a post-cleaning inspection. On occasion we will need to apply a post-cleaning spotter. Once the carpet is dry please vacuum the area that we applied the post-clean spotter. If we have applied any post-cleaning spotters, or there are permanent stains, our Cleaning Craftsman will point them out to you.

- **Drying times:** Like you, we want you to be able to use your carpet and/or upholstery as soon as possible; therefore, we take extra steps to speed dry after our cleaning. Helpful tip: Turn on ceiling fans or whole-house fans, if you have them. Also, if it's cool outside - turn up your heat a little, or if it's hot outside - turn up your air conditioning a little, if possible. Generally speaking your carpet will be dry to the touch in just a few hours, but you can use the carpet immediately after our cleaning as long as your feet are clean.

- **Furniture Blocks & Tabs:** If we moved your furniture during cleaning, our Cleaning Craftsman will have placed Styrofoam blocks or plastic tabs under the furniture legs to elevate the furniture off of the cleaned carpet. Please leave them in place for at least 24 hours. After 24 hours you may remove and discard them.

- **Payment:** Unless prearranged, we request payment upon completion of our work. We cheerfully accept cash, checks, Visa, Mastercard, Discover, and American Express.

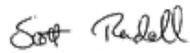
● **Reviews and Referrals:** Our business is built on word-of-mouth and reviews of our company. We would be greatly honored if you left us a 5-star review and refer us to your friends, family, neighbors, colleagues, and coworkers!

[Our Google Maps Review Page](#)

[Our Facebook Review Page](#)

Once again, we sincerely thank you for your business and referrals. If you have any questions, please do not hesitate to contact us!

Sincerely,



Scott Rendall, President – Rendall's Certified Cleaning Services

810.225.2184

Email: scott@rendallscleaning.com

Website: www.rendallscleaning.com



P.S. We believe you deserve World Class Cleaning. Give us a chance and we'll knock your socks off! Just click the image to signup for our World Class Cleaning e-Newsletter

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EXPERTS IN:

