Brothers Rug Wash
CLEAN FRESH RUGS

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brothersrugwash.com

TERMS & CONDITIONS

Date: _____ **Client Initials:** _____

Tick the relevant box:
Brothers Rug Wash has picked up the rug/s ☐
Customer has dropped off the rug/s to the warehouse ☐

NOTES / INSTRUCTIONS: _____

_____

WORK AUTHORITY & WAIVER

By signing below, you acknowledge and agree to the following terms and conditions set out by **Brothers Rug Wash**:

1. **Stain Removal:** While every effort will be made to remove stains, **some stains may be permanent.** Brothers Rug Wash **cannot guarantee complete removal** of all marks. Previous treatments by the customer, particularly with bleach or other commercial products, may set stains and affect our ability to remove them. We do not accept responsibility for the outcome of such pre-treated stains.

2. **Urine and Water Damage:** Rugs affected by **urine or water damage** may have **destabilised dyes**, increasing the risk of **colour run** during cleaning. While every care is taken, Brothers Rug Wash is **not liable** for any bleeding or colour migration. Any correction of dye bleed will be **at the owner's expense**.

Pet urine can cause permanent yellowing or browning due to ammonia, uric acid, and salt. We use the latest deodorising and neutralising treatments, but **complete removal of stains and odours is not guaranteed**.

3. **Repairs and Price Variations:** If any repairs are required or issues arise during the cleaning process — or if the quote needs adjustment — we will contact the owner. **No extra work or cost will be incurred without prior approval.**

4. **Previous Treatments:** If any products have previously been used on the rug, Brothers Rug Wash **cannot guarantee** how those substances will react during cleaning and **accepts no liability** for the results.

5. **Shrinking or Buckling:** Rugs woven on **wool or cotton bases** may shrink or buckle during cleaning. Brothers Rug Wash **does not accept responsibility** for such changes.

6. **Extra Cleaning Charges:** In cases where rugs are **heavily soiled or stained**, a **second wash** may be required for optimal results. If so, we will advise the client, and if agreed, an **additional charge of 30%** of the original quoted price will apply.

7. **Rug Pick-Up & Storage Fees:** We will contact the client once the rug is ready for collection. If not collected within **1 week** of notification, a **storage fee of $20.00 per week** will apply until the rug is picked up.

Important Note: Some fibres such as **Viscose, Tencel, Rayon, Faux Silk, Modal, Art Silk, or Bamboo** Silk may experience a **change in appearance or lustre** after cleaning. While we take all precautions to minimise this, **we cannot guarantee that changes will not occur**.

If this risk is unacceptable to you, **please contact our office immediately to cancel your rug clean.**

I, the undersigned, **accept the quote provided** and hereby authorise **Brothers Rug Wash** to proceed with the job. I confirm that all limitations, especially regarding **stain and odour removal**, have been explained to me and are fully understood. I agree to **pay the invoice in full upon completion of the job**.

We will contact you when your rug is ready and arrange for prompt return or pickup.

Customer Name: _____ Phone: _____

Signature: _____ Date: _____