

**Angelo's Cleaning, Inc.**  
**Terms and Conditions Policy Form**

\*Convenience fee of 3% for card payments. There is no fee for check or cash.

This agreement contains the entire agreement of Angelo's Cleaning, Inc., and Customer. Angelo's Cleaning, Inc. and Customer agree that there are no other promises or conditions in any other agreement, whether oral or written and that this agreement supersedes any prior written or oral agreements between Angelo's Cleaning, Inc., and Customer.

**The Customer hereby agrees that Angelo's Cleaning, Inc. is not responsible for the following:**

**Carpet and Textiles** – any running, shrinking, change of texture, loss of color, any permanent staining or spots on any upholstery, rugs, drapes, and/or other textiles. Especially when urine, vomit or feces are involved. Some carpets may become wavy for a period of 24 to 48 hours and then flatten down. Room sizes up to 300 sq. ft.

**HVAC Vent work** – Angelo's cannot be responsible for any damages to vent work behind walls or damage due to vent cover removal if they have been caulked or painted to the wall and and/or hidden wires. The customer is responsible for any expense to repair duct work, paint damage and/or hidden wires that get tangled in our equipment. Wires should never run through duct work.

**Dryer vent cleaning** – plastic vent louvers outside can become brittle due to sun and age and can be replaced for a charge. Plastic vinyl hose should never be used behind walls and can become fragile with age and break. This is the customers cost to fix if this happens.

**Vinyl and other Hard Flooring** – Due to the large amount of water used and the aggressiveness needed to strip or clean any floors, Angelo's cannot be responsible for loose, defective, curled edges, color loss, chipped or loose flooring.

**Hardwood Flooring** – If your hardwood floors require removal of a temporary floor finish that was applied over a polyurethane floor, such as Orange Glow or any other wax/finish product that eventually requires removal, be aware that polyurethane has a limited lifespan and eventually will breakdown. Angelo's cannot foresee or be responsible when the polyurethane will eventually breakdown. When this happens, the floors will need to be refinished which could include sanding, staining and re applying new polyurethane at the customer's expense. Due to the large amount of water used and the aggressiveness needed to strip or clean any floors, Angelo's cannot be responsible for loose, defective, curled edges, color loss, chipped or loose flooring.

**Area rug(s)** will be completed and ready for pick up or delivery within 7-14 days and we will call or email to notify you upon completion. However, if you do not pick or schedule delivery within a timely manner, we will charge you \$1.00 per day per item storage fee beginning 30 days from the date you are notified of your rug(s) being ready. If the rug(s) is still in our possession after 90 days have elapsed, you hereby authorize Angelo's Cleaning to either sell or dispose of your rug as we see fit.

The Customer hereby agrees that its sole and exclusive remedy against Angelo's Cleaning, Inc. for any breach of this Agreement shall be the return of the agreed service fee and hereby waives all claims to incidental consequential punitive, contractual, and other damages.

Neither Angelo's Cleaning, Inc. nor Customer shall be liable for failure to perform its contractual obligations, other than an obligation to make payment under this Agreement, if such failure results from an Act of God, governmental act, fire, explosion, accident, industrial dispute, or any other cause beyond their control.

**Declaration of Value**

We are happy to service your textiles. However, we do ask you to declare the value of any items being cleaned before any service is completed if valued at \$2,000 or more. Giving us the value of your item(s) allows us to know the risk amount we are accepting prior to service.

The cost of the cleaning will be determined in one of two ways. Normally, we arrive at the price of cleaning either by multiplying the square footage (length x width) by the price per square foot for rugs and wall-to-wall wool carpet and some drapery or we have set pricing per upholstered piece of furniture or pleated draperies. However, if 5% of the declared value of the item being cleaned is greater than this, the price will be 5% of the stated value.

I hereby acknowledge that I have read and understand the terms and conditions contained in this agreement.