



## TERMS AND CONDITIONS

In connection with the complete removal of any stains, smells or marks, as well as information about the drying process, please read below. If you have any questions regarding your booking, feel free to get in touch with us by email, via the live chat or over the phone.

### 1. Stain Guarantee

Deep Steam Cleaning with extraction method is one of the most efficient ways to remove certain kind of stains. **If anything has been there too long, got too deep, or changed the colour, this is considered damage, and will not be restorable. Our expert on site will do his best applying stain, smell and bacteria treatment.** All the stains will be treated as many times as the material allows, and in all cases, your car interior will be left fully sanitised, bacteria-free and very well cleaned.

### 2. Smell Guarantee

In more than 80% of all cases, we successfully remove any smell issues from the first cleaning session. **However, if the smell has got too deeply inside, or has been there for too long, it may not be possible to fully extract it. Of course, our technician on site will do his best to reach the best condition from the first cleaning session, but its complete removal cannot be guaranteed.**

### 3. Drying process

The steam machines which we use are quite powerful, and work with an extraction method which sucks about 80% of the water unit out. The extraction saves a lot of trouble when it comes to the drying process, as it reduces the drying time significantly. During the summer, the average drying lasts around 8 hours. **Please leave the windows open until everything is dry.**

### 4. Item Description

The client must provide an accurate description of the items which need cleaning. If we are given inaccurate or incomplete information and/ or instructions, ROSEMOND INVENTORY AND CLEANING SERVICES LTD reserves the right to make an amendment in the price for the service on the spot.

### 5. Cancellation Policy

The client must inform us if he has any desire to cancel or postpone the appointment at least 48 hours before the day of the booking!

The cancellation fee on site is £50, which is also our minimum charge per visit!

### 6. Cancellation on the day

In case the company cannot perform the cleaning on the spot because of a customer's fault (example: no one is on site, there isn't electric and water supply, or any other reason for cancellation), there is a £20-cancellation-fee for the travel expenses.

### 7. Complaint Policy

The client has a right to make a complaint of the work carried out at the most 48 hours after the cleaning has been completed. Any complaints made after that time period will not be taken into account.

If you have any further questions, please do let us know!