



Dear Heather [REDACTED],

Thank you for choosing Healthy Choice Carpet Cleaners for your cleaning needs. This email is to confirm our appointment with you on 4/12/2014 at approximately 09:00 AM - 11:14 AM. Please take a moment to review your order below. If you have any questions or need to make any changes whatsoever, please contact us at 415 [REDACTED] or email [REDACTED].

Order Detail

Your Order No is: 20140402000608

Service Date/Time

4/12/2014
09:00 AM - 11:14 AM

Billing Address



San Francisco, California 94115

Service Address



San Francisco, California 94115

Primary Phone: (415) [REDACTED]

Alternate Phone:

Order Summary

Service:3ft Chair or Rocker

Number of items this size - 2 \$90.00

Service:6ft Sofa

Number of items this size - 2 \$180.00

Service:8x10 rug

Light cleaning in your home - 2 \$120.00

Schedule Minimum

Subtotal	\$390.00
Tax	\$0.00
Total	\$390.00
Downpayment	\$39.00
Remaining Due	\$351.00

Payment Info

Transaction Date

Transaction Amount

Payment Status

Order Notes

Preparing for our visit

There is very little that you need to do to prepare your home for our arrival.

1. Please save us a parking spot on the street as close to the door as possible. It is illegal to park in most driveways in San Francisco; and it is deadly to park in an enclosed garage while running our truck mounted machine. City Law forbids us from blocking sidewalks with our trucks and double parking. The fine could be as high as \$5000, and subject the customer to a lawsuit if there is an accident while double parked.
2. Please have the areas pre-vacuumed and free of children's toys, pet "stuff" and any other debris prior to our arrival.
3. Our pricing does not include moving most furniture. We can partially clean under furniture with legs as long as our tool can reach. We can move a few items such as a sofa and few chairs if you inform us during the pre-inspection.
4. If you would like us to move Beds and Dressers the price could double.
5. Tell us your every concern during the pre-inspection so that we may focus extra attention on those areas.
6. Please inform us if you have had your carpets cleaned before using the Towel or bonnet Dry methods or if you used a Rug Doctor in the past. Those chemicals left behind by those methods tend to clog our machine so we will have to use a different pre-spray.
7. We love children and pets, but for their safety and the safety of our technicians, please keep them from the working area as our hoses can get very hot and to minimize tripping and slipping hazards.

8. Prepare the areas you desire to have cleaned.

9. If we have to use our portable unit because the areas being cleaned are in a high-rise building or you were not able to secure parking for us, there is an [REDACTED]. We will also need access to 2 power circuits, Hot water and a toilet for dumping the dirty water. We also require an elevator if areas are not on the ground floor.

10. Area rugs cleaned in the customer's home or that have pet stains are done so entire at the customer's own risk.

11. To avoid losing your deposit if you decide to change or cancel your appointment, we do require at least 48hrs advance notice.

We look forward to serving you and appreciate your business as always.

Thanks Again,

Healthy Choice Carpet Cleaners

Please Note: Prices are subject to change. Areas exceeding designated square feet will be priced accordingly. A [REDACTED] Job minimum in San Francisco and Daly City is required. A [REDACTED] job minimum is required in other cities. A trip charge may be added to jobs 15 miles from our office. Pretreatment for spots or stains will be performed; however, Healthy Choice Carpet Cleaners cannot totally guarantee 100% removal of permanent spots and stains –you will be advised by the technician once he assesses the area. Pet urine odors and stains are not 'normal' conditions and depending on the age and depth of the odor and stain, may require specialized treatments to be removed at an additional cost. Bathrooms, halls, staircases, large walk in closets, and area rugs are priced separately. Upholstery cleaning prices are subject to change, based on the degree of soil, loose cushions, accessory pillows and fabric type (synthetic or natural).