

Terms and Conditions

Effective Date: 5/27/2025

Doc's Steam Team Cleaning

1. Services Provided

We provide high-quality carpet cleaning services for residential and commercial properties, including:

- Steam cleaning
- Low moisture cleaning
- Stain treatment and odor removal
- Upholstery and rug cleaning
- Hard surface cleaning
- Dryer vent cleaning

Our goal is to enhance cleanliness and customer satisfaction while ensuring safe and effective cleaning solutions.

2. Booking & Payment

- Appointments can be scheduled online, by phone, or via email.
- Payment is due upon service completion unless prior arrangements are made.
- We accept major credit cards, checks, or cash.
- Any outstanding balance after 30 days of due date will be subject to 10% late fee.

3. Cancellation & Rescheduling

- Cancellations made within 24 hours of the appointment may incur a fee.
- Rescheduling requests should be submitted at least 24 hours in advance.
- No-shows may result in a full charge for the booked service.

4. Customer Satisfaction & Liability

- We are committed to excellent service but cannot guarantee the complete removal of all soils, stains, or discoloration.
- We are not liable for pre-existing damage or for issues arising from manufacturer defects in carpet materials.
- We cannot guarantee to remove all pet or human hair from carpet.
- Customers must report concerns within 10 days of service completion for possible retreatment.

5. Health & Safety Guidelines

- We will not clean carpet in a home or facility that has an obvious bug or rodent infestation: bed bugs, cockroaches, fleas, lice, mice, rats, etc. If your home or facility has an infestation of any sort, please cancel, and reschedule with us when your home or facility has been treated and cleared by a professional extermination service.
- Customers should ensure the area is accessible, and fragile items are secured before our arrival.
- Carpet behind stationary furniture is usually clean with the exception of vacuuming. If we move furniture, we use protective tabs to protect your furniture. We will not move heavy furniture or items that are easily breakable.
- Pets must be safely contained during service. We are not responsible for lost pets or their whereabouts during service.
- We use eco-friendly and non-toxic cleaning solutions whenever possible.
- Please be careful not to slip when walking from recently cleaned carpet or rugs to hard surfaces. We are not responsible for injuries that might result from slip hazard. You understand we may have several hoses, both large and small, running throughout your home or facility during the cleaning service. We are not responsible for injuries that might result from our hoses, equipment or misplaced furniture being in a walkway.

6. Privacy & Customer Data

- Your personal information will not be sold, shared, or used beyond service communication.
- We comply with all legal data protection standards.
- Please refer to our Privacy Policy for more information.

7. Governing Law & Dispute Resolution

- These terms are governed by the laws of **Ohio**, and disputes will be handled in accordance with local legal procedures.

8. Promotions & Loyalty Offers

- Discounts or promotional pricing must be applied at the time of booking.
- Loyalty rewards and referral benefits are subject to change and may require verification