

ProClean's Stay Beautiful Spot Removal Warranty

With your purchase of Maxim Advanced™ Carpet Protector, ProClean Carpet & Upholstery Cleaning will at no cost to you attempt to remove any qualified food or beverage stain from any room that was treated wall to wall with Maxim Advanced™ Carpet Protector for a period of one year from the date on this warranty. Partial treatments of any area are **not** covered under this warranty. For the warranty to be in effect the following steps **must** be followed:

1. The client must immediately attempt to remove the spill from the carpeting once it happens by first blotting away any liquid residue, or scrape (without damaging carpet) any hard residues off of the carpet. Second apply the professional spot remover directly to the spot on the carpet, 4 of 5 drops per square inch and blot away with a white towel. Repeat as necessary. Spills left for extended periods of time are more difficult to remove, and even Maxim Advanced™ protector may not prevent a simple spill from becoming a permanent stain if left unaddressed on the carpet. Maxim Advanced™ does not prevent a spill from becoming permanent stain, it simply extends the time to clean up the spill before it becomes permanent.
2. If the spot does not come completely out using the methods listed above, then call ProClean Carpet & Upholstery Cleaning at 304.489.0880 and one of our courteous and professional staff will advise additional steps, if any, to completely remove the stain.
3. If after both previous steps have been completed and you are still not completely satisfied with the result, ProClean Carpet & Upholstery Cleaning will send out a technician to make every attempt to safely remove the stain at no cost to

Exclusions

Maxim Advanced™ protection and stain release provides resistant properties. This warranty covers qualified food and beverage stains only and not general soiling.

No carpet is stain proof. Therefore, this warranty excludes stains from:

- Non-food or non-beverage substances.
- Foods or beverages that contain strongly colored dyes as found, for example, in mustard, coffee, herbal tea and Kool-Aid™. In most cases we can remove these stubborn stains, but due to the lengthy removal process, a fee must be charges.
- Substances which destroy or change the color of carpets, such as bleaches, acne medications, drain cleaners, and plant food.
- Vomit, urine and feces.
- Re-appearing spots.

This warranty also excludes carpet stains resulting from commercial use (e.g., contracted services, in-home businesses, etc.) or abnormal use or conditions. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood damage, and conditions resulting from improper cleaning methods or materials, or improper care and maintenance.

Areas Covered Under Warranty: _____

Pre-existing Staining

Pre-existing Staining

ORDER NO. _____ DATE _____

I authorize ProClean Carpet & Upholstery Cleaning LLC to apply Maxim Advanced™ carpet protector to all areas listed above, and I agree to all limitations listed in this warranty.

Signed _____ Date _____

Signed _____ Date _____