



SERVICE OF SUWANNEE VALLEY, INC.
P.O. BOX 431, LIVE OAK, FL 32064
Phone: (386) 362-3845; Fax: (386) 362-6925
Pioneerjanitorialservice@gmail.com

Dear Friends and Valued Customers,

Thank you for trusting us with your fine furnishings. When we're finished, your home will be sparkling, fresh and beautiful — guaranteed! Here are some suggestions to help both of us:

1. Please advise your Cleaning Specialist upon arrival about any special requirements on moving your furniture, weak legs, loose tops, etc. Or contact our office before hand at (386-362-3845) or text us at (386-590-6252)
2. **If possible**, Please thoroughly vacuum your carpets (especially your high-traffic areas) before we arrive.
3. Remove **all breakable items from furniture** which will have to be temporarily moved to clean your carpet. (We call this "clearing the decks for action"!)
4. Any small pieces of furniture such as dining room chairs, magazine racks, etc. that you can remove from the carpet before we arrive will let you enjoy your sparkling clean carpet sooner.
5. Heavy furniture (china hutches, entertainment centers, etc.) can't be moved unless completely emptied before we arrive of all breakables. However, the carpet underneath these items can be hand cleaned where there is sufficient space or we can edge right up to the base.
6. Please call to your Cleaning Specialist's attention **any spots or stains which may require special techniques and identify the staining agent if possible**. We have specialized spot removal agents.
7. For your **pet's peace of mind** (and ours!) please put them in a **safe place where our cleaning won't disturb them**.
8. If possible, please have an outside water faucet available for us to turn on.
9. A special note about odors: We do everything possible to reduce or eliminate pet odors. However, due to depth of contamination, 100% success may not be attainable. Also, for a few days after cleaning you may notice an elevated odor due to higher humidity levels. We do offer advanced optional levels of odor removal! Please ask your Specialist for more information.

NOTE: Please Log on to Pioneerjanitorial.net to see our online menu of Additional Service Options you may want done while we are at your home.



We wanted to **Thank you in advance** for working with us.
We look forward to serving you.

P.P.S. Special after-care information: 1) Please leave your plastic "tabs" and blocks under your furniture for 24 hours after cleaning. If it is physically difficult for you to remove the tabs, please call us and we'll help.

2) For your children's and pet's safety please do not let them crawl or lay on the carpets until they are completely dry.

3) Some deep-set oily and protein stains will be removed during cleaning, but over a period of time they may "resurface" from your carpet backing and pad. If this happens, just give us a call. We have a special reduced spotting rate for these pesky "re-occurring stains".

NOTE: If you have ANY concerns or questions please call (386-362-3485) or text us at (386-590-6252).