

**RE: Oriental, braided, hooked and high piled rugs**

Rugs are frequently made with variety of yarn, constructions and dyes. Because of this, a variety of problems may occur with cleaning.

- ❑ A blend of rayon, acetate, or silk yarns may react to cleaning
- ❑ Rugs with a finished coating may lose their pile density in the cleaning process.
- ❑ Water or non soluble dyes may bleed
- ❑ Backings can shrink or distort.
- ❑ Soils or stains may lighten, but totally lift out.
- ❑ Backing material weakened by a stain may develop holes.

It is very difficult to explain damage after cleaning process has occurred to a customer. This must be brought to the customer's attention and a release must be signed to proceed with the cleaning.

We will do the best work possible, ***but we need the customer consent that the customer understands the risk involved***, and would like us to proceed with the cleaning process. If the customer would like to proceed with the cleaning process, ***the customer needs to sign in the box below and return letter with garment for cleaning process.***

We appreciate your business, and your cooperation in this matter. If you or your customer has any questions, please feel free to contact me at 1 (800) 818-7669.

The customer understands the risk involved, and would like us to proceed with the cleaning process.

Customer Signature \_\_\_\_\_