

Common Questions for Carpet & Upholstery Cleaning

General Carpet & Upholstery Cleaning Services

- What types of carpet and upholstery cleaning services do you offer?
- Do you specialize in residential or commercial carpet cleaning?
- Can you clean different types of upholstery, such as leather or fabric?
- How often should I have my carpets and upholstery cleaned?
- Do you offer both steam cleaning and dry cleaning options?

Cleaning Methods and Techniques

- What cleaning methods do you use for carpets and upholstery?
- How do you remove stains or odors from upholstery?
- Can you clean delicate fabrics or antique furniture?
- What is the difference between steam cleaning and dry cleaning for carpets?
- How do you handle pet stains or accidents on carpets?

Pricing and Cost Estimates

- How do you determine the cost of carpet and upholstery cleaning?
- Do you charge by the square footage or per room?
- Are there additional fees for stain removal or special treatments?
- Can I get a free estimate for cleaning my carpets or upholstery?
- Do you offer discounts for cleaning multiple items or rooms?

Stain and Odor Removal

- How do you remove tough stains from carpets or upholstery?
- Can you remove pet odors from furniture or carpets?
- What types of stains can be effectively cleaned?

- How do you handle wine, ink, or grease stains?
- Do you offer treatments for mold or mildew on carpets?

Drying Time and Results

- How long does it take for carpets or upholstery to dry after cleaning?
- Can I walk on the carpet immediately after cleaning?
- Do you offer fast-drying solutions?
- How can I maintain the cleanliness of my carpets after they're cleaned?
- Will the upholstery be ready to sit on after cleaning?

Safety and Non-Toxic Cleaning Products

- Do you use non-toxic or eco-friendly cleaning products?
- Are the cleaning products safe for children and pets?
- How do you ensure that the cleaning products are effective yet safe?
- Can I request that you use specific cleaning solutions for allergies?
- Are the products you use environmentally friendly?

Upholstery Care and Protection

- Do you offer upholstery protection services after cleaning?
- How can I prevent future stains or dirt from accumulating on my upholstery?
- Do you provide Scotchgard or similar fabric protection?
- How do you protect delicate fabrics or furniture during the cleaning process?
- Can you treat my upholstery with a stain-repellent solution?

Scheduling and Availability

- How do I schedule an appointment for carpet and upholstery cleaning?
- Do you offer same-day or emergency cleaning services?
- How far in advance should I book a carpet or upholstery cleaning?
- Are you available on weekends or holidays?

- Do you offer flexible appointment times for busy schedules?

Customer Satisfaction and Guarantees

- Do you offer a satisfaction guarantee for your cleaning services?
- What happens if I am not satisfied with the cleaning results?
- How do you handle complaints or issues with a cleaning job?
- Can I get a follow-up service if there are any remaining spots or stains?
- How do you ensure consistent quality in your cleaning services?

Cleaning for Special Items

- Can you clean delicate rugs, such as Oriental or Persian rugs?
- Do you clean upholstery on office chairs or conference room furniture?
- How do you handle cleaning carpets or furniture with specific cleaning requirements?
- Do you offer cleaning for mattresses or cushions?
- Can you clean automotive upholstery or boat interiors?

After-Cleaning Care

- How can I maintain the cleanliness of my carpets and upholstery after cleaning?
- How soon can I vacuum my carpet after it's cleaned?
- Can I use the furniture immediately after it's cleaned?
- What can I do to avoid dirt buildup after my carpet is cleaned?
- Do you offer ongoing maintenance or cleaning plans for carpets and upholstery?