



Information to *Curtain Clean*

0800 579 05 01 | www.curtaincleaners.co.nz | admin@curtaincleaning.co.nz
17 Alach Street, Greerton, Tauranga

Name: _____

Address: _____

Ph. No.: _____ Mobile: _____

Email Address: _____

Delivery Address for return of curtains (If not being returned to agent address): _____

How did you hear about us? Newspaper ☐ Website ☐ Been before ☐ Referral ☐ _____

Tell us about your curtains: How many: _____ Type: _____


Colour/Pattern: _____ Urgency: _____

Any problems that would be good for us to know about before we start cleaning?

E.g. wine stains, cat pee, coffee stains, body stains, and so on.

Please note any damage that needs repair, and any alterations required here.

Pricing estimate given to customer: _____ \$ _____

 Do the curtains / blinds require Fire-retarding? _____

➔ Ask your Agent or see our website for more information: www.curtaincleaners.co.nz

Customer: Please read and sign the disclaimer below. Thank you.

Guarantees / Disclaimers

Because curtains are made with so many and varied fabrics and those fabrics have been exposed to all sorts of environmental situations such as sun damage, handling during use, sometimes for many years, it is not possible to give any guarantees about shrinkage, stretching, dye loss/colour loss, dye run, compromised material and damaged thermal or block-out lining. These things are inherent in the fabric used for the curtains. Most curtains have no care labels and these are often wrong when they do.

We cannot take responsibility for damage caused by prior application of various cleaning products, spillages of drinks or other splashes, nor the damage they may cause. Much of this damage does not become apparent until the curtain is being washed. It is advisable to tell us if you know if something has been on the fabric. We do inspect the curtains looking for possible damage. We cannot guarantee to remove all stains, especially permanent stains such as paint, but we will do our best to do so.

When shrinkage occurs we will do our best to ensure your curtains are returned to the right length at which we receive them, provided that sufficient hem is available to do so and the material is suitable. We are unable to test for shrinkage but 3-5% is the usual manufacturers warning. Some, such as Naturals can be greater. It is not possible to stop shrinkage but many fabrics have no shrinkage at all, including most linings. It is not possible to fix shrinkage on Roman Blinds. While we take utmost care we cannot always make your curtains new again. We will give it a good try.

All estimated prices are subject to confirmation of Drape, Curtain or Blind size and Classification on arrival at Curtain Clean. All prices are for standard curtain construction. Unusual features may have extra costs. (See our website for details - www.curtaincleaners.co.nz.)

The prices published on our website are for cleaning your curtains and doing minor repairs. Where a major repair is required such as repairing the sides, replacing rusty pin hooks, tears in linings etc. we reserve the right to charge for that work. The cost will be minor but if it requires more than that if we have your contact details we will talk to you about it.

More information can be found on our website www.curtaincleaners.co.nz. If you have any doubts/questions please ask us either by email or phone (0800 579 0501).

When contacting us please quote the number on the top of this page. **Our Mission is to return the curtains to you looking the best we can make them.**

Name: _____ Signature: _____