

## Hadeed Carpet

### TERMS AND CONDITIONS / REFUND POLICY

1) Hadeed takes precautionary steps to be certain your rugs are cleaned in the safest and most thorough of manners, however, the Company shall not be responsible for STAINS or other DISCOLORATIONS which appear after cleaning. These are often due to spillage, unknown to or forgotten by the customer and may become apparent only after cleaning; nor shall the Company be liable for other DEFECTS which may appear only after the cleaning; nor shall it be responsible for SHRINKAGE (including unevenness thereof); nor for DRY ROT, FULLNESS, FADING, RUNNING OF COLORS, SHADING, or TEXTURE CHANGES; nor for CURLING, BUCKLING, BACK SEPARATION (Including HOT SEAM TAPE), LOSS or DETERIORATION OF RUBBER, LATEX, or PLASTIC BACKINGS which may occur during the cleaning process. All rug fringes, especially cotton, are subject to discoloration and deterioration after one or more cleanings. Stains, especially urine, will weaken fringe dramatically to the point of falling off during the cleaning process; nor shall the company be responsible for the consequences of dry rot, mold or mildew damage.

NOTE: The dyes and materials used in the manufacturing or color touch up of rugs, and particularly oriental rugs, may result in color changes or shadings throughout the rug or in parts only, which become visible only after one or more cleanings. We do not guarantee moth repellent or the removal of spots, stains, dirt, or odor (especially animal related), unless soaked and neutralized in the case of odor.

2.) RESPONSIBILITY IN CUSTOMER'S HOME: When customer requests company employees to remove or relay rugs in the home, customer should first remove all fragile or breakable household items. It is hereby agreed the company employees are acting under the sole direction and control of the customer {or their agent) while in the home. Any damage to customer's furniture, furnishings, or property shall be the sole responsibility of customer whether or not the customer is present.

3.) RUG CLEANING REQUIRED: All rugs picked-up or dropped off to be serviced in any manner must be cleaned prior to further servicing, and charged at current rates. Said charges to be due and owing once a rug comes into our possession. This policy is required for the protection against infestations or contamination to operational facilities, property of others, and employees.

4.) PICK-UP & DELIVERY: Cash, check or credit card to pay any balance on delivery unless prior arrangements are made with company. Confirmed deliveries that are cancelled will be subject to a re-delivery charge. Charge accounts like payment plans and storage to be paid in full within 30 days or finance charges will apply. Pick-up and Delivery is free so long as rug(s) are cleaned for applicable charges. A re-delivery fee may apply if missed delivery is due to no fault of company.

5.) LATE FEES: Late Fees are applied to all rugs left with company more than 30 days from date order ready for delivery. The late charge is \$1.00 per square foot per month beginning on the 31st day and will be charged every 30 day period thereafter. Cleaning and late charges are due upon presentation of Invoice / Statement. By offering rugs to company for servicing, the customer agrees to pay company the charges for such services as ordered and performed within 30 days of receipt of statement whether or not delivery is later accepted. Re-deliveries are subject to an extra charge.

6.) DISPOSAL: The rugs evidenced on an invoice may be sold if unclaimed after 180 days, except in the case of stored property which shall not be subject to sale until such property is unclaimed for 240 days.

7.) Interest shall accrue at the rate of 1.5 percent per month on unpaid invoices. Customer is liable for reasonable attorney fees and costs of collection resulting from breach of terms of this contract.

8.) COST OF RUG CLEANING: Final pricing is determined-following evaluation of size and type by Hadeed personnel as per current price schedule, not to include any other fees for additional services performed on a

rug. We reserve the right to revise all telephone quotes in accordance with actual sizes and types. For example, if you indicated your rug was machine made when obtaining an estimate, if it is in fact hand-made it will be charged as a hand-made rug. When repair / restoration work is performed, we require a minimum deposit of sixty percent of the total invoice when repair is sold.

9.) CONTACT PERIOD/REFUND POLICY: You must contact us within 10 days from the date of service if you are not completely satisfied and we will make our best effort to resolve your issues. Hadeed must be permitted to inspect and remedy your concerns. If you or others have attempted to clean or otherwise remedy the issue, Hadeed is released of all liability concerning the issues raised. After being given the opportunity to remedy your concerns with no success, a full or partial refund may be given on a case-by-case basis.

10.) DECLINED WORK: Hadeed shall not be required to resolve any issues at no cost with respect to work recommended by our inspectors but declined by customer following evaluation. For example: If color restoration is declined to eliminate a permanent stain, the rug will not be rewashed at no charge.