JENSEN'S
CARPET CARE & RESTORATION

IN CASE OF EMERGENCY
CALL (920) 393-4062

FAQ

How often should my carpets be professionally cleaned? Many carpet manufacturers recommend having a professional carpet cleaner provide hot water extraction cleaning once or twice per year. The more people living in the home the more frequently the carpet should be cleaned. Lifestyles also factor into the frequency required to keep it hygienic and fresh.

Can store-bought carpet cleaning products damage my carpets? In a word: Yes. Many store-bought (and some commercial grade) carpet cleaning products are shampoos, heavy detergents or chemical dry foams which are not only more expensive; they can leave behind residue, ultimately attracting more dirt, which requires the carpet to be cleaned more often. Jensen's Carpet Cleaning and Restoration uses hot water extraction: the method recommended by most carpet manufacturers.

Do I need to be present when you enter my home? We will accommodate your schedule and plan our arrival when it is convenient for you. Some customers choose to leave an entry key for us, leave a garage door code, or have a relative or neighbor present to let us in. Each of our Professional, Certified Technicians is thoroughly background checked for your security. We are insured.

Do I have to move all of my furniture to get the carpeting cleaned? The choice is yours. You specify which service best fits your needs. We offer customized service for every appointment. Your options are:

- ***You can move all of your furniture***
- ***We can move it for you***
- ***Clean the traffic areas only, without moving furniture.***

How far ahead do I need to call for an appointment? For a carpet cleaning we can usually schedule a visit to your home within a week. If you need for us to arrive at a specific time we can usually accommodate your request within one or two weeks. For emergencies we are available 24/7 and can typically respond to the site within 1 hour.

What forms of payment do you accept? We accept Visa, MasterCard, Discover and American Express credit cards, debit cards, personal checks, money orders, cashier's checks and cash. Our technicians will leave a detailed, hand written receipt for all work done in your home so you will always have a copy for your records.

How long does it take to clean my carpeting? The average cleaning time is approximately one to two hours. Small homes (under 1000 square feet) and most apartments are under one hour. The more rooms you want cleaned the longer the cleaning time.

Furniture cleanings, tile and grout cleaning (and re-sealing), large square footage homes, or specific spot removal services can add significant cleaning time required. We can give you a time estimate when we first enter your home and provide you with a written cost estimate.