

- 1. What is this “*Stay Beautiful*” program my friends and neighbors keep telling me I should enroll in?** The *Stay Beautiful* program is a regular programmed carpet maintenance agreement where you carpets “*Stay Beautiful*” all the time with a twice yearly cleaning.
- 2. How much is this “maintenance agreement” going to cost me?** After we perform and you pay for your initial carpet cleaning we then set you up on a regular pay schedule of 10% per month of your initial carpet cleaning. However, for this low 10% per month fee you receive an “all open areas” cleaning at the six-month interval PLUS the same regular cleaning (including furniture moving if originally scheduled) 12 months later at no extra charge. So basically you are getting two cleanings per year at the price of one! (Even better, with the *Stay Beautiful* program you also will receive discounted prices on other services performed while we are working in your home.)
- 3. What payment methods are available if I decide to go with this *Stay Beautiful* program?** We keep the plan cost low (and your hassle factor too) by scheduling a regular automatic debit of the agreed amount from your chosen checking account or savings account. Or, if you wish, we can also withdraw the monthly fee from the credit card that you choose. It is your choice. Either way, you are always automatically emailed a statement immediately upon withdrawal.  
NOTE: All client information is kept in our secure data base and we use security encrypted software for all your financial transactions.
- 4. What if I want to cancel my *Stay Beautiful* maintenance program?** Simple! You can cancel your membership at any time and for any reason. (Even though honestly up until now the ONLY reason anyone has left our program is because they are moving out of our service area!) To cancel or modify your *Stay Beautiful* agreement at any time just give us a call or email. If you leave the program, any unapplied funds you have paid in can be a) applied toward a final cleaning of your home, b) used for an initial cleaning of your new home is if it is located in our service area, c) given away as a Gift Certificate, or d) we will write you a check within three business days after receiving your cancellation. We keep our customers for years based on reliable, superb service, not a restrictive contract!
- 5. I work full time. How will I schedule these twice a year cleanings?** No problem! In fact, due to their busy schedule many husbands and wives that both work outside of their home sign up with the *Stay Beautiful* program and love it! Do not forget; with *Stay Beautiful* we take charge! At each cleaning we will verify your favorite day(s) of the week and the best time of day for your next cleaning. Then we will call you two weeks ahead of your regular six and twelve-month maintenance cleanings and schedule a time that works for both of us. (Usually when we have a crew in your neighborhood.) Often our clients will hide a key or arrange a neighbor to let our crew in and we lock your home up. Then after working hard all day you will come home to be surprised with beautiful, clean and dry carpets!
- 6. Will you guarantee the work done under my *Stay Beautiful* program?** Absolutely! Like everything else we do, all *Stay Beautiful* services are covered under our famous “*You Must Be Delighted Guarantee!*” If you are not happy with our work, we will cheerfully come out and re-do the guilty areas! If you still are not pleased we will refund the money you paid for those areas with no questions asked!
- 7. So my *Stay Beautiful* plan all sounds great for me. What is in it for you?** That is an easy one! You likely already know the great job we do in your home. And all of our clients always intend to have their carpets cleaned every six months to at least once per year. But we find due to the “hassle factor” of scheduling the job, etc. many of our customers just do not get around to it. So all of us (including our customers with their dirty carpets!) suffer. With the *Stay Beautiful* program, we make it easy and economical for our customers to keep their maintenance schedule they have always intended to follow “on track”! More questions? Just give us a call at 603-777-7307 (or drop us an email to [info@restoremyfloorllc.com](mailto:info@restoremyfloorllc.com)) and we will cheerfully answer anything you throw at us. The *Stay Beautiful* program is a great concept! Why not try it today?