

Our Door to Door Service

The EASY way to get your curtains cleaned. Simply pack them in a box and we'll get our courier to collect them from your door!

1. You pack your curtains up (leave the hooks in)
2. Phone us with your info, we book the courier
3. Curtains are brought to us, cleaned, and returned to you looking *FRESH!*

We can arrange for our courier to pick up your curtains from your door or other convenient place. See the instructions further down. Or you can arrange your own courier if you have a preferred courier.

Arranging for a parcel pickup via Curtain Clean

Freight is charged to Curtain Clean and will be charged to your Invoice.

Courier costs:

- Auckland, Bay Of Plenty, Waikato: \$17.50 per parcel up to 15kg
- South of Taupo to Wellington, Napier, Wairarapa, Palmerston North, Wanganui: \$20.00 up to 15 kg
- Rural: extra \$10.00
- South Island: Send us an [Email](#)
Courier Insurance is included. Courier charges will be charged to your account under Freight.

Once you have packed the curtains into a parcel for the courier, contact us via phone or email with the following details:

1. Number of parcels.
2. Where to pick up the parcels from. e.g. front porch (not available for rural at this time)
3. Contact details at pickup address and for yourself if different **including** your email address
4. Place address to return the curtains to
5. Time when the parcels are/will be ready for pickup

We will action the pickup when we get your information. When we receive the curtains we will contact you with confirmation.

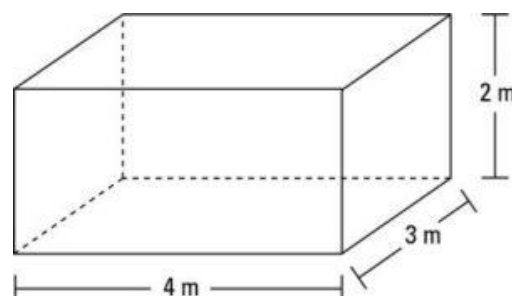
For parcels that are longer than 2m or heavier than 25kg, PBT require that these are a truck pick up. The freight cost per truck pickup is a minimum of \$60.00 per pickup. This will be charged to your Invoice.

We require an estimate of the cubic size, and an estimate of the weight.

It does not need to be accurate, but a reasonable estimate. Freight is charged on these parameters and PBT will check weigh and measure the freight.

To work out the m3:

- Height of parcel x width of parcel x length of parcel
- Make sure you get the decimal point in the right places



Repairs and Alterations

If you require alterations to the curtain(s) or specific repairs made **please include this on the information sheet.**

If you require **new linings** on the curtains, please tell us what type of lining and we will advise you of the price before proceeding.

All work will need to be paid for before return, either by cheque or direct debit to our bank account.

The account number is included on any invoice we send via Email.

An email will be sent to you once the curtains have been priced and the curtains will be dispatched on payment.

If required we can advise a price before cleaning. Any estimates given by phone or email prior to measuring are subject to confirmation once received in our workshop. If you require this price confirmation before proceeding please indicate with your other information.

Packing Curtains for Sending

Hooks and pins should be left in the curtains. If you have already taken them out, put them in a small bag and include them in the parcel.

Curtains should be packed into boxes (not too tightly) or wrapped in plastic.

Roman Blinds should be sent with the wooden rail, blind intact, strings still in the blind.

Packages can be up to 15kg per box or bag / 2.4m long

Curtains sent to us by **courier** will be returned the same way unless otherwise arranged. There is a courier charge to pick items up via courier.

Please include a fact sheet with your information including contact numbers and email address. Include any information you consider relevant to the curtains, e.g. Pet hair, wine / food spillage, previous cleaners, etc. This information will assist us in the cleaning process.

Send us an email: sales@curtaincleaning.co.nz with all details.



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: _____

Curtain Clean

17 Alach Street

Greerton

Tauranga 3112

Phone: 07 579-0501 | **Sender:**