NCCA’s Carpet Protector Warranty Certificate Instruction’s

Below on the next four pages you’ll find the FREE Word .docx templates for the carpet protector warranty.

These include …

* 90-Day Warranty
* 3-Month Warranty (same as 90-day)
* 6-Month Warranty
* 12-Month Warranty

I recommend you read them and make changes where necessary in them. There are three main areas you need to change the templates. These are…

1. **‘Free Spotter’** - change/add the name of your ‘Free Spotter’, which is seen twice. In the ‘first paragraph’ and under ‘procedure 3’. If you don’t have a spotter with your Name and Contact details on, I strongly suggest you contact your supplier and purchase a few domestic carpet spotters with your name printed on them. You can list these at any amount you wish, like £9.99, however I recommend you give them away for FREE. This will build massive value for money with the customer.
2. **Contact Phone Number** - change the telephone number under ‘procedure 8’ to your main contact number. If a customer calls you be as polite as possible and reassure them you are there to help. You will find some will only want to be talked through the instructions in front of them, and how to use the spotter again.
3. **You Company Details** – at the bottom of the page you can add your company name and address etc… You may wish to change the ‘Carpet Protector’ logo for your own company logo if you wish.

Once done save the changes and print off on nice quality paper (120g+), and make sure you have copies with you when you are quoting for carpet cleaning and ALWAYS show the customer the 3-months and 12-months certificate to reassure them the extra money they spend with you is worth it.

Remember a number of NCCA members have been selling carpet protector by offering **‘unlimited stain removal call outs’** since 1999, and they are still doing it very successfully today… so try it.

Good Luck

Keith Robertson

Marketing Director.



***allowing you to enjoy beautiful, healthy carpets longer***

**Stain-FREE For 90-Days**

WARRANTY

#### I guarantee you stain-free carpets for a period of 90-Days from the date of cleaning (as per invoice). If within the next 3-months you are unable to remove any mark or spill with the FREE ‘Carpet Spotter’ I gave you, with the method I have shown you, I will return free-of-charge to professionally to remove the stain.

**To safeguard your carpets and qualify for the warranty we ask you to follow the procedure below.**

1. Blot (do not rub) the spill as soon as possible using a clean absorbent cloth.
2. Apply cold water to the area taking care not to spread the spill and blot dry with a clean absorbent cloth or kitchen towel.
3. If the spill is still visible apply **‘Carpet Spotter’** and agitate gently.
4. Wait for three-five minutes and blot again.
5. Repeat steps 3 and 4 if necessary.
6. Rinse with cold water and blot as dry as possible.
7. Leave to fully dry, preferably overnight.
8. If the stain is still visible call us on **01234 123 1234** and we will arrange a convenient time to visit free of charge to attempt to remove the stain.

It is extremely unusual for a stain to remain after a professional stain removal process, however should the stain be fixed and not removable I will provide you with a full report FREE for your insurance company to claim accidental damage.

To:

Signed:

Date:

On behalf of: Your Company Name, Your Address, Your Town

**Three Month Stain-FREE**

WARRANTY

To:

#### I guarantee you stain-free carpets for a period of three-Months from the date of cleaning (as per invoice). If within the next 3-months you are unable to remove any mark or spill with the FREE ‘Carpet Spotter’ I gave you, with the method I have shown you, I will return free-of-charge to professionally to remove the stain.

**To safeguard your carpets and qualify for the warranty we ask you to follow the procedure below.**

1. Blot (do not rub) the spill as soon as possible using a clean absorbent cloth.
2. Apply cold water to the area taking care not to spread the spill and blot dry with a clean absorbent cloth or kitchen towel.
3. If the spill is still visible apply **‘Carpet Spotter’** and agitate gently.
4. Wait for three-five minutes and blot again.
5. Repeat steps 3 and 4 if necessary.
6. Rinse with cold water and blot as dry as possible.
7. Leave to fully dry, preferably overnight.
8. If the stain is still visible call us on **01234 123 1234** and we will arrange a convenient time to visit free of charge to attempt to remove the stain.

It is extremely unusual for a stain to remain after a professional stain removal process, however should the stain be fixed and not removable I will provide you with a full report FREE for your insurance company to claim accidental damage.

***allowing you to enjoy beautiful, healthy carpets longer***

Signed:

Date:

On behalf of: Your Company Name, Your Address, Your Town

**Six Months Stain-FREE**

WARRANTY

#### I guarantee you stain-free carpets for a period of six-months from the date of cleaning (as per invoice). If within the next 6-months you are unable to remove any mark or spill with the FREE ‘Carpet Spotter’ I gave you, with the method I have shown you, I will return free-of-charge to professionally to remove the stain.

**To safeguard your carpets and qualify for the warranty we ask you to follow the procedure below.**

1. Blot (do not rub) the spill as soon as possible using a clean absorbent cloth.
2. Apply cold water to the area taking care not to spread the spill and blot dry with a clean absorbent cloth or kitchen towel.
3. If the spill is still visible apply **‘Carpet Spotter’** and agitate gently.
4. Wait for three-five minutes and blot again.
5. Repeat steps 3 and 4 if necessary.
6. Rinse with cold water and blot as dry as possible.
7. Leave to fully dry, preferably overnight.
8. If the stain is still visible call us on **01234 123 1234** and we will arrange a convenient time to visit free of charge to attempt to remove the stain.

It is extremely unusual for a stain to remain after a professional stain removal process, however should the stain be fixed and not removable I will provide you with a full report FREE for your insurance company to claim accidental damage.

***allowing you to enjoy beautiful, healthy carpets longer***

To:

Signed:

Date:

On behalf of: Your Company Name, Your Address, Your Town



**Stain-FREE For A Year**

WARRANTY

#### I guarantee you stain-free carpets for a period of one year from the date of cleaning (as per invoice). If within the next 12-months you are unable to remove any mark or spill with the FREE ‘Carpet Spotter’ I gave you, with the method I have shown you, I will return free-of-charge to professionally to remove the stain.

**To safeguard your carpets and qualify for the warranty we ask you to follow the procedure below.**

1. Blot (do not rub) the spill as soon as possible using a clean absorbent cloth.
2. Apply cold water to the area taking care not to spread the spill and blot dry with a clean absorbent cloth or kitchen towel.
3. If the spill is still visible apply **‘Carpet Spotter’** and agitate gently.
4. Wait for three-five minutes and blot again.
5. Repeat steps 3 and 4 if necessary.
6. Rinse with cold water and blot as dry as possible.
7. Leave to fully dry, preferably overnight.
8. If the stain is still visible call us on **01234 123 1234** and we will arrange a convenient time to visit free of charge to attempt to remove the stain.

It is extremely unusual for a stain to remain after a professional stain removal process, however should the stain be fixed and not removable I will provide you with a full report FREE for your insurance company to claim accidental damage.

***allowing you to enjoy beautiful, healthy carpets longer***

To:

Signed:

Date:

On behalf of: Your Company Name, Your Address, Your Town