

EcoSwift Clean – Service FAQs

General Cleaning FAQs

Do you use eco-friendly products?

Yes. We primarily use **eco-friendly, non-toxic products** safe for children, pets, and the environment. For heavily soiled areas, stronger chemical-based products may be required.

Can you guarantee stain removal?

No. We cannot guarantee the removal of all stains. Results depend on material type, age, level of soiling, and previous treatments.

What if there are heavily soiled areas not mentioned when booking?

Any badly soiled or stained areas not declared may result in a price adjustment. A revised price will always be agreed **before work begins**.

Do you take responsibility for permanent stains?

No. We accept **no responsibility for stains or heavily soiled areas** that do not respond to cleaning.

Carpet Cleaning FAQs (Wet Extraction & Low-Moisture Encapsulation)

What carpet cleaning methods do you offer?

We offer **hot water extraction (wet cleaning)** and **low-moisture encapsulation cleaning**.

Which method is best?

Wet extraction is ideal for heavily soiled carpets. Encapsulation is a fast-drying, low-moisture deep-clean alternative. Our technicians will advise on the best option.

Can you remove all carpet stains?

No. Some stains may be permanent due to fibre damage, dye loss, or age.

Upholstery Cleaning FAQs (Including Leather)

What upholstery do you clean?

Sofas, armchairs, dining chairs, ottomans, and other upholstered furniture — including **leather furniture**.

Do you clean delicate fabrics and leather?

Yes. We check fabric and leather types, care codes, and perform spot testing before cleaning. Leather cleaning uses specialist, safe products to **clean and condition** without damaging the finish.

How long does upholstery take to dry?

Most fabric upholstery dries within **a few hours**. Leather may be dry immediately, though conditioning products can leave a light finish until fully absorbed.

Can you remove stains from leather?

We treat stains carefully using professional leather products, but **deep, aged, or severe stains may not be completely removable**.

Hard Floor Cleaning FAQs (Wet Extraction)

What hard floors do you clean?

Tile, vinyl, laminate, stone, and sealed hard floors.

Will floors be wet after cleaning?

Yes. Floors may be damp. Drying time depends on ventilation and floor type.

End of Tenancy Cleaning FAQs

Do you offer end of tenancy cleaning?

Yes. Our service is designed to meet landlord and letting agent standards.

Does this guarantee my deposit back?

No. Deposit return depends on the landlord or agent's final inspection.

Do you offer emergency spill cleaning?

Yes. **Short-notice and emergency spill call-outs** are available where possible.

Mattress Cleaning FAQs

Why clean a mattress?

Professional cleaning helps reduce **dust mites, allergens, sweat, and bacteria**.

Can all mattress stains be removed?

No. Some stains may be permanent depending on age and depth.

Commercial Cleaning FAQs

Do you offer commercial cleaning?

Yes. We clean offices, retail units, holiday lets, and commercial properties.

Can cleaning be done outside business hours?

Yes, subject to availability.

Pet & Allergy Treatment FAQs

What does pet and allergy treatment do?

It helps reduce **pet odours, allergens, and bacteria**.

Is it guaranteed to remove all odours?

No. Severe contamination may require multiple treatments and results vary.

Marine & Boat Cleaning FAQs

Do you clean marine carpets and upholstery?

Yes. We clean marine interiors using suitable products for marine conditions.

Can mould or mildew be fully removed?

Not always. Marine environments can cause **permanent staining or damage**.