

## NOTES

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## QUESTIONS?

Often additional questions come to mind after our technicians have left your home. If that happens just give us a call, we are here to help in any way we can.

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[BRIGHTLEAFCLEANERS.COM](http://BRIGHTLEAFCLEANERS.COM)



# RESTORING THE CONTENTS OF YOUR LIFE



## SERVING NORTHERN CALIFORNIA

4527 S. B Street  
Stockton, CA 95206

224 Rickenbacker Circle  
Livermore, CA 94551

500 Bollinger Canyon Way  
San Ramon, CA 94582



*Fast. Reliable. Effective.*



SMOKE



FIRE



WATER



& BEYOND

## WHO IS BRIGHTLEAF?

Brightleaf Textile Restoration, is a textile and soft content cleaning and restoration company. We have been cleaning contents for over 37 years, in servicing the Northern California region. We are locally owned and operated with a loyal staff, operating multiple locations throughout the region. We offer services to clean and restore contents in loss mitigation, from start to finish. As we begin with damaged contents inside your home, to full inventory, cleaning and restoration, storage, and then final delivery back to you! We care for your contents!

## HOW CAN BRIGHTLEAF HELP?

Brightleaf Textile Restoration, is here to help rebuild! We are notified of a loss to assist with the cleaning of the soft contents in your home, after damages of many kinds. We arrive on-site, assist you in determining items that should be removed and restored, and make sure they are well documented. We have trained technicians to properly pack and remove items from your home. As we return to our plant, we process a full inventory of all the contents gathered.

Once inventory is completed, an invoice for cleaning is prepared and submitted to your claim adjuster for approval to begin. We are always sure to communicate with both you and your adjuster, to be certain everyone is on the same page of the claim, and the proper approval has been received.

Upon approval, the deodorization and cleaning process begins. This process can take approximately 4-6 weeks unless otherwise discussed. In the event a quicker timeline is needed, we review and accommodate.

In the meantime of processing your items, and you are in need of immediate clothing, we are able to process a rush cleaning for all members in the home. At the time of pack out, our technician will review this service with you, help you gather items that are needed, review the processing time, generally a couple of days (based on the severity of the loss), and plan to schedule the return of items, to any address as directed.

As the cleaning process is completed, all items are packaged and prepared for return, the customer is notified, and we then move into completion.

Based on your direction, we either plan to return the cleaned items to your home, or we plan to store the items, at our on-site, climate controlled storage facility. Storage is billed with the claim process, and costs are determined based on the volume of items being stored.

## THE BRIGHTLEAF PROCESS

### INVENTORY

Photo documentation of all soft contents removed, and Xactimate manifest to document all items for cleaning, and accuracy of processing.

### TOTAL LOSS INVENTORY

Photo Documentation, and spreadsheet format of all items deemed a total loss. The spreadsheet is created to assist you in assessing valuation for items needing to be replaced. Also known as the non-salvageable process.

### VIRTUAL CLOSET

Once inventory is completed, we are able to provide a link to a cloud based photographic library of all your belongings in our possession. We provide a login and password for your use to search and view your inventory, both cleanable and non salvaged items.

### DEODORIZATION & CLEANING

Proper ozone treatment to break the odor, cleaning includes; hand clean/specialty items, bulk laundry, and dry clean methods. Based on each garment and care label, we determine which method of cleaning is best, to ensure the integrity of the garment.

### PARTIAL DELIVERY SERVICES

Should a need arise, and you find yourself needing a few items from storage, although you are not able to take full delivery just yet. Please call or email to review the items you need, we are happy to gather them, and schedule a partial delivery, ensuring you have the items you need.

### STORAGE & DELIVERY

Based on the timeline of the cleaning process, and the needed repairs at your home, we will plan to store your items, until you are ready for their return. Or we arrange for the delivery back to your home. When requesting delivery, please allow for approximately one week lead time for scheduling. Please be sure to advise, if full pack back services are needed.

### DISPOSAL OF DAMAGED ITEMS

Once your non salvageable/total loss list has been fully reviewed and completed, we can offer disposal services of items, with your written permission. Otherwise, items may be delivered back to you upon completion.

“ We were shown empathy and compassion in the way you treated our son’s items. Thank you for helping us during this time. ”

John P

“ Excellent people to handle our belongings! Excellent service! ”

Philip Q

“ So appreciate the excellent service and no smoke smell! ”

Ethel H