



Our Restoration Staff is ready to assist you with any question you may have about the restoration process and your order. Taking care of your belongings is our only goal. Here are a few most commonly asked questions:

What is the TRS system?

Our Customer Service Representatives (CSRs) arrive at your home ready to assess the situation, do a room-by-room inventory of your items (when able to), sort and bag them, and deliver them to our state of the art facility to begin the restoration process. At our plant we assort, determine which process is best suited for each garment, and clean, press or launder, and more. We then track and secure your belongings until the work in your home has been completed.

Once you notify us that you are ready for delivery and select a delivery date, we will deliver the items to you and place them in the requested location.

When will we see you again?

When we pick up your items, we will ask you to select enough clothing to provide your families needs for one weeks time. This is called a **RUSH ORDER** and will be delivered back to you in 2 business days. If you are staying in your home while it's being worked on, you will also want to include bedding/households in your rush order.

What about the rest of my items?

The rest of your belongings will be returned to you when you and your home are ready for them. We will keep them in a secure storage for you as long as necessary. Please call us for a delivery 2 or 3 days before you would like your belongings returned to you.

Can I come in and view my items?

Of course you can! Please call us to make a viewing appointment so we can best serve you by having everything ready to look at in the same location.

What types of items can be restored?

All of your bedding, clothes, rugs, leathers/suedes, furs, draperies, tablecloths, stuffed animals, hats and shoes can be successfully restored.

Our staff works hard at meeting all your expectations. If you have any questions, call the owner, Steven at (516)860-6247. Your satisfaction is our goal. Thank you for letting TRS serve you.