

All personal information will remain confidential & not passed on

Proclene Limited
 cleaning carpets since 1982

Which?
 Trusted trader

Reviews
 Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ
 tel: 0800 488 0117
 fax: 01452 764 075
 email: reviews@proclene.com

Name: [redacted] OWEN

Company:

Address: [redacted] COTTAGE, UPTON [redacted]

Town: ROSS-ON-WYE, HEREFORDSHIRE

City: Post Code: HR9 [redacted]

Date: 22 SEP 2016

Tel no: 01989 78 [redacted]

email address: [redacted] OWEN@HOTMAIL.COM

What service/s did we carry out?

Commercial Domestic

Deep Clean Restoration Maintenance

Carpet Cleaning

Rug Cleaning type of rug:

Upholstery Cleaning - Leather

Upholstery Cleaning - Fabric

Upholstery Cleaning - Antique

Mattress Cleaning

Stain Removal

Stain Protection

Tile & Grout Cleaning

Marble Floor Polishing

Stone Floor Cleaning

Odour Removal

Have you used a cleaning company previously? Yes NO

Did we provide a service that was

Much Worse	Worse	Same	Better	Much Better

Why the above?

Why did you choose Proclene?

Because of Proclene's guarantee of results and safe chemicals used. Photos on the website backed that up. Seemed like a good, professional company.

Did we provide a service that was worth every penny? Yes NO

Would you use Proclene again?

Definitely Not Maybe Definitely Only Proclene

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?
 Because of the good results and also the high quality of the company's staff.

Did we give an honest indication of results that should be expected? and did we deliver on what we said?

YES, ABSOLUTELY

What could we change to make your experience with us better?

Nothing!

What do you think about The Finished Results?

Very Bad Indeed Okish Excellent Never expected to be this good

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?
 I had a lounge carpet & a bedroom carpet cleaned. The bedroom carpet was quite badly stained and it far exceeded my expectations of cleanliness after cleaning.

Did we arrive on time? Yes NO

If NO please state how late we were

What do you think about Our Customer Service?

Very Bad Indeed Okish Excellent Never expected to be this good

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?
 When making initial enquiry by phone, Craig was polite and informative. Explained everything. Operative who cleaned the carpets was polite, friendly, efficient and explained all about it.

Did you feel safe using Proclene? YES NO

Would you say that Proclene are a reputable company? YES NO

How happy would you be to recommend us?

Definitely Not If they Ask Definitely Highly Recommend

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?
 Basically, Proclene delivered what it said it would. Really clean carpets.

What would you like to say to our potential customers?

Although Proclene was more expensive than other companies, I felt I have got value for money. The results were excellent on the two carpets. Also it was important to me that the chemicals used were child friendly as I have really young grandchildren who crawl about the floor and play on the floor. I thoroughly recommend Proclene.