

Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ

Phone: 0800 488 0117  
Fax: 01452 303 612  
email: reviews@proclene.com  
www.proclene.com

Name: [redacted] **PACK**

Address: [redacted] **GLOUCESTER ST.**

Town: [redacted]

City: **BRISTOL** Post Code: **B55 [redacted]**

Date: **20/07/13**

Tel no: **07909 [redacted]**

email address: [redacted]

Have you used a carpet cleaning company previously?  
**Yes** NO

How have we compared? Much Worse | Worse | Same | Better | Much Better  
[ ] [ ] [ ] [x] [ ]

Why the above? *Cheaper - it was a cc in Bath mandated by a letting agent - don't know name, but it was 100+ for a bed sit*

How happy would you be to recommend us to anyone especially family & friends?  
Definitely Not | If they Ask | Definitely Recommend | Highly Recommend  
1/2/3/4/5/6/7/8/9/10/10+ **10**

Would you use Proclene again?  
Definitely Not | Maybe | Definitely Proclene | Only Proclene  
1/2/3/4/5/6/7/8/9/10/10+ **10**

What could we change to make your experience with us better?  
*nothing*

Did we arrive on time? **Yes** NO  
If NO please state how late we were *early!*

What service/s did we carry out?

Carpet Cleaning

Upholstery Cleaning - Fabric

Upholstery Cleaning - Leather

Upholstery Cleaning - Antique

Mattress Cleaning

Curtain Cleaning

Stain Protection

Rug Cleaning

Stain Removal

Odour Removal

Sanitised Cleaning

Why did you choose us?  
*Top of search list & phoned back quickly. - sponsored result.*

Did we give an honest indication of results that could be expected? **yes**

How was our customer service?

Very Bad

Bad

Poor

OK

Fair

Good

Very Good

Excellent

Outstanding

why the above?

What do you think about the finished results?

Very Bad

Bad

Poor

OK

Fair

Good

Very Good

Excellent

Outstanding

why the above?

What would you like to say, to our potential customers?  
*Great service, reliable and friendly.*

(if you require more space please write on back of form)

Thank you for taking the time to fill in this review

Did you feel safe using Proclene? **YES** / NO

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