

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] Jolly
 Address: [redacted] Cottage, The Tannery
 Town: Northleach
 City: Glos. Post Code: GL9 [redacted]
 Date: 18/7/13
 Tel no: [redacted] 783190
 email address: joannamjolly@[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?
 A company I used in Stroudshire were really excellent, but this service has topped that!

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

How happy would you be to recommend us to anyone especially family & friends?

Definitely Not | If they Ask | Definitely Recommend
 1/2/3/4/5/6/7/8/9/10/10+

Would you use Proclene again?

Definitely Not | Maybe | Definitely Proclene Only
 1/2/3/4/5/6/7/8/9/10/10+

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

Why did you choose us?
 The look and feel of your website, the customer feedback and your registration with checkmate & other trade bodies.

Did we give an honest indication of results that could be expected? Yes, always.

What would you like to say, to our potential customers?

The quality of the work done and the professionalism of the service was first class and exceeded all of my (high!) expectations. I would definitely use this company as a first choice & would recommend to anyone.

(If you require more space please write on back of form)
 Thank you for taking the time to fill in this review

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?

Did you feel safe using Proclene? YES / NO
Would you say that Proclene are a reputable company? YES / NO