

Customer Review Form



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: Mr + Mrs ADKIN
 Address: [REDACTED] STREET
 Town: CHELTENHAM
 City: [REDACTED] Post Code: GL53 [REDACTED]
 Date: 24/10/13
 Tel no: 01242 693 [REDACTED]
 email address: [REDACTED]@blueyonder.co.uk

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

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

Why the above?
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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
 1/2/3/4/5/6/7/8/9/10/**10+**

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

Why did you choose us?
 Great reviews on website and Checkatrade - Good website.

Did we arrive on time? Yes / NO
 If NO please state how late we were

Did we give an honest indication of results that could be expected? YES.

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

This is the first time we have had a carpet cleaned, and we are delighted with the result, and the great service - would definitely use proclene again and highly recommend their service.

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

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?

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?

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