

Name: [redacted] **MAGGS**

Address: [redacted] **SILVER BIRCH CLOSE, QUEDGELEY**

Town: **GLOUCESTER**

City: [redacted] Post Code: **GL2** [redacted]

Date: **06/10/13**

Tel no: **07985** [redacted]

email address: **magg5y1970@** [redacted]

Reviews  
 Proclene Limited  
 88 Longhorn Avenue  
 Gloucester  
 GL1 2BZ  
 Phone: 0800 488 0117  
 Fax: 01452 303 612  
 email: reviews@proclene.com  
 www.proclene.com

**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?

**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 | **Highly Recommend**  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / **10+**

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

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

**Why did you choose us?**

**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?**  
**I FULLY RECOMMEND PROCLENE TO ANYONE.**

(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