

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: **CLAWLEY**

Address: **MARWEN, LOWER**

Town: **WHITES HILL, STROUD**

City: **GLOUCESTERSHIRE** Post Code: **GL6**

Date: **1-10-2013**

Tel no: **01453**

email address: **jim.marwen@**

**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?  
**DIFFERENT PROCESS**

**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 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?**

**LOOKED + SOUNDED PROFESSIONAL.**

**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?**

**PROFESSIONAL FRIENDLY 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?  
**YOU CAN ALWAYS DO BETTER**

**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