

Reviews  
Proclene Limited  
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Gloucester  
GL1 2BZ

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Fax: 01452 303 612  
email: reviews@proclene.com  
www.proclene.com

Name: Selwage  
 Address: Vining Warehouse  
 Town: Gloucester  
 City: Gloucestershire Post Code: GL1  
 Date: 5/9/13  
 Tel no: 459257  
 email address: 26@YAHOO.COM

**How did you hear about us?**

Referred  Yell.com via Google  
 Used Proclene Before  Yell.com  
 CheckaTrade.com  Yellow Pages  
 Cotswold Life  Google  
 Other.....  Yahoo/Bing

Search Term Used? Google

**Have you used a carpet cleaning company previously?**  
 Yes

**How have we compared?**

Much Worse	Worse	Same	Better	Much Better
				<input checked="" type="checkbox"/>

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  Odour Removal  
 Stain 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 Proclene  Only Proclene

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

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

Service was perfect

**Why did you choose us?**

Referred by another firm

**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?**

Great service, everything explained from price to cleaning, and managed to fit my work in with very short notice.

(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