

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: **Delman**
 Address: **4 Aymastry** _____
 Town: _____
 City: _____ Post Code: **WR2** _____
 Date: **25 SEPT & 2nd OCT 2020**
 Tel no: _____
 email address: _____



Reviews
 Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ
 tel: 0800 488 0117
 fax: 01452 764 075
 email: reviews@proclene.com

What service/s did we carry out?
 Deep Clean Restoration Maintenance

Carpet Cleaning - Type: **Oriental**
 Rug Cleaning - type of rug: _____
 Upholstery Cleaning - **Leather**
 Upholstery Cleaning - **Fabric**
 Upholstery Cleaning - **Antique** Tile & Grout Cleaning
 Mattress Cleaning Marble Floor Polishing
 Stain Removal Stone Floor Cleaning
 Stain Protection Odour Removal

Have you used a carpet cleaning company previously? Yes NO

How did we compare to your previous providers?
 The service Proclene provided was

Worse	Same	Better	MUCH Better	Beyond Comparison
				<input checked="" type="checkbox"/>

Why the above? **Rugs look fab! Their process is superior to all others**

Did we provide a service that was worth every penny? Yes NO

Why did you choose Proclene? **they had excellent reviews & when they explained their process I knew they would be the best in their business.**

Would you use Proclene again?
 Definitely Not

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

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

1	2	3	4	5	6	7	8	9	10	10+
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 Only Proclene

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

Did we give you an honest indication of the results that you should expect before starting? Yes NO
 and did we deliver on what we promised? Yes NO

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

What do you think about the Finished Results?
 Very Bad Indeed

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

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

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

1	2	3	4	5	6	7	8	9	10	10+
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Why the above? **Rugs look fabulous & when Craig & Greg were both terrific.**

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

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

What do you think about the Customer Service?
 Very Bad Indeed

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

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

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

1	2	3	4	5	6	7	8	9	10	10+
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Why the above? **They could not have been more helpful, accommodating & friendly**

What would you like to say to any potential customer?
I would not use any other company for my rugs & I cannot recommend them more highly.

How happy would you be to recommend us?
 Definitely Not

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

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

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

1	2	3	4	5	6	7	8	9	10	10+
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Why the above? **They are unquestionably the best!**