Customer Review Form

All personal information will remain confidential & never passed on.

proclene® Est. 1982
Cleaner - Drier - Safer
we care..... do you!

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

Trading Standards Approved Trader of the Month April 2018 — buywithconfidence.gov.uk

Which? Trusted trader of the month November 2016

Company Name:

Name: ELIZABETH [redacted]

Address: GREENFIELDS, [redacted]

Town: REDMARLEY

City: GLOUCESTERSHIRE Post Code: GL19 [redacted]

Date: 02/03/23

Tel no: 07555 [redacted]

email address: Liv76@ [redacted]

What service/s did we carry out?

☒ Deep Clean ☐ Restoration ☐ Maintenance

- ☒ Carpet Cleaning - Type: Wool
- ☒ Rug Cleaning - type of rug: Thick Cotton
- ☐ Upholstery Cleaning - Leather
- ☐ Upholstery Cleaning - Fabric
- ☐ Upholstery Cleaning - Antique
- ☐ Mattress Cleaning
- ☒ Stain Removal
- ☐ Stain Protection
- ☐ Tile & Grout Cleaning
- ☐ Amtico Clean & Seal
- ☐ Stone Floor Cleaning
- ☐ Odour Removal

Have you used a carpet cleaning company previously? Yes ☒ NO ☐

How did we compare to your previous providers? It was gov

The service Proclene provided was

Worse	Same	Better	MUCH Better	Beyond Comparison

Why the above?

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

Why did you choose Proclene?

Super service. Excellent work. Came highly recommended.

Would you use Proclene again?

Definitely Not — Maybe — Definitely — Only Proclene

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

Why the above?

Did we give you an honest indication of the results that you should expect before we started? Yes ☐ NO ☐

and did we deliver on what we promised? Yes ☐ NO ☐

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

SUPER

What do you think about the Finished Results?

Very Bad Indeed — Acceptable — Excellent — **Amazing**

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

Why the above?

SUPER

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 consider Proclene to be a reputable company? Yes ☒ NO ☐

What would you like to say to any potential customer?

Well worth the money.
Would highly recommend

What do you think about the Customer Service?

Very Bad Indeed — Acceptable — Excellent — **Amazing**

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

Why the above?

How happy would you be to recommend us?

Definitely Not - Possibly — Definitely — **Highly Recommend**

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

Why the above?

Please Turn Over