

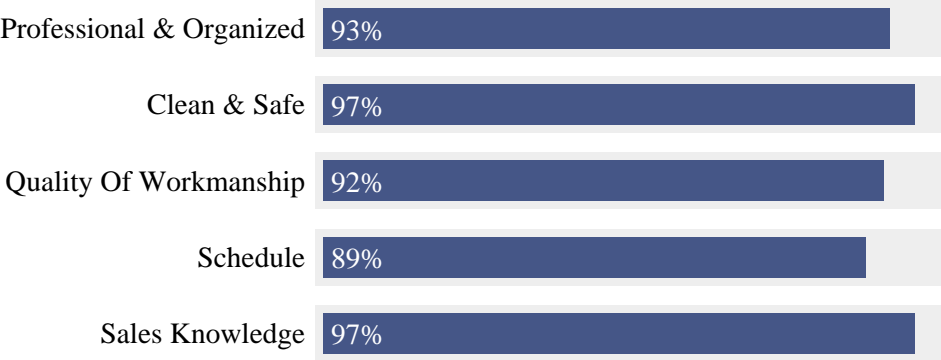


CUSTOMER FEEDBACK REPORT for

# Cunningham's Rug Cleaning

## Customer Feedback Summary

Of 625 customers surveyed, 200 responded



6610 Amberton Drive,  
 Suite 200  
 Elkridge , MD 21075  
 (855) 784-3672  
 rugcleaning.net

### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Cunningham's Rug Cleaning relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Cunningham's Rug Cleaning in Annapolis, MD; Baltimore, MD; Columbia, MD; Washington, DC; Ellicott City, MD; Severna Park, MD; Catonsville, MD; Laurel, MD; Pasadena, MD; Silver Spring, MD; and 114 other cities in Maryland, Virginia, West Virginia and New York.

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## Recent Reviews & Published Comments

REVIEW  
 Radcliff K.  
 Severn, MD  
 Sep 17, 2018  
 ★★★★★

I highly recommend Cunningham's Rug Cleaning service. They cleaned 3 large rugs for me and I was very satisfied. Reasonably priced.

REVIEW  
 Gitlow J.  
 Bethesda, MD  
 Jul 30, 2018  
 ★★★★★

Prompt and professional. Knowledgeable concerning a moth problem.

REVIEW  
 T.H.-.  
 Brooklyn, MD  
 Jul 30, 2018  
 ★★★★★

Cunningham's is a great company and we were thrilled with their final product!!

REVIEW  
 Fike G.  
 Street, MD  
 Jul 30, 2018  
 ★★★★★

Do not use my last name



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REVIEW

Retikis J.  
Hayes, VA  
Jul 29, 2018



The carpet cleaning is fast, the carpets are clean, smell great. I would highly recommend to anyone who wants great cleaning of area rugs.

REVIEW

Mattonen K.  
Annapolis, MD  
Jul 24, 2018



Look no further for rug cleaning. This company will take care of everything you need at remarkably affordable prices. For those who have collected "oriental" rugs during travels or deployments and you need an appraisal - this is THE place to go. Great to work with the team. Everyone I encountered loved their jobs and were great at teaching some new knowledge for me as they showed me the finished products. Finished Work: I don't believe you can find any better place within 500 miles of Annapolis. The cleaning of a large deep pile Chinese carpet, with multiple stains of unknown origin (think "crime scene from incontinent pets and muddy shoes") was remarkable. We were stunned when we unrolled it to place it in a room. Were it possible I would say the rugs shined like a newly waxed Rolls Royce. Stop looking around. This is where you want your rugs treated with care.

REVIEW

Pitchford S.  
Annapolis, MD  
Jul 23, 2018



Cunningham's was professional and thorough.

REVIEW

Ticknor P.  
Lothian, MD  
Jul 18, 2018



We were very happy with every aspect of Cunningham's Rug Cleaning!!!!

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REVIEW

Tate E.  
Crofton, MD  
Jul 18, 2018



Cunningham cleaned a flockie rug which are difficult to clean & did an amazing job

REVIEW

Wease E.  
Lusby, MD  
Jul 18, 2018



Minor repairs to carpet (Karastan rugs) were extremely expensive. Opted not to have the repairs done.

REVIEW

Posey J.  
Severna Park, MD  
Jul 18, 2018



Our experience with Cunningham's was terrific. Not only did they do an amazing job with our rugs, returning them in beautiful shape, but they also did an amazing job with upholstery. The thing that sets them apart, though, is the professionalism and friendliness of their staff.

REVIEW

Wisbeck D.  
Severna Park, MD  
Jul 18, 2018



Cunningham's Rug Cleaning made my rug soft again. I hadn't realized how much it needed to be cleaned. They came to the house, moved my heavy furniture off the rug and took it away to be cleaned. They also repaired a frayed edge and return the carpet, placing the furniture back where it went. They made the whole process very easy and I am really glad I called them.

REVIEW

F.-.D.  
Bethesda, MD  
Apr 25, 2018



The to-go place for cleaning of knotted rugs and kilims in the DC area

REVIEW

Grabowski J.  
Severna Park, MD  
Apr 16, 2018



Anthony is a wonderful salesman and individual

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REVIEW

Bent J.  
Baltimore, MD  
Apr 13, 2018



All in all, I liked working with Cunningham's. My rugs came back refreshed after a much needed cleaning.

REVIEW

Cerreta T.  
Pasadena, MD  
Apr 13, 2018



The young gentlemen that picked up and returned my carpets was very sweet and professional. All staff members and service was excellent and my carpets looked and smelled superb.

REVIEW

Reese M.  
Annapolis, MD  
Apr 13, 2018



I only trust my fine rugs with Cunninghams.

REVIEW

Bushong D.  
Havre de Grace, MD  
Mar 10, 2018



We were very happy with the cleaning of our carpets. We knew exactly what we were getting and it's what we got. Staff were careful with the carpets and the house. Well Done!

REVIEW

Shankroff A.  
Gwynn Oak, MD  
Feb 13, 2018



Skilled, pleasant and engaged. It was a pleasure to use Cunningham's

REVIEW

Wood D.  
Annapolis, MD  
Feb 13, 2018



Prompt courteous service. Pick up and delivery as promised.

REVIEW

Ladd K.  
Annapolis, MD  
Jan 22, 2018



Very helpful. I cannot wait to use tile cleaning service.

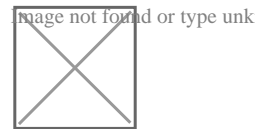
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REVIEW  
Lopez L.  
Odenton, MD  
Jan 22, 2018  
★★★★★

Great service Excellent customer service

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REVIEW  
Werth K.  
Washington, DC  
Jan 15, 2018  
★★★★★

Cunningham's handled my small job with professionalism and respect. They were very clear about the services they could provide, and the lead time required. I would definitely use them again!

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REVIEW  
Beech N.  
Baltimore, MD  
Jan 13, 2018  
★★★★★

Great job!! Our rug smells fresh and looks clean, no signs of old dog pee stains. Thanks guys!!!

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REVIEW  
Quinlan W.  
Stevensville, MD  
Jan 11, 2018  
★★★★★

Excellent -- this is the second time we have used Cunningham's for our precious Chinese wool rugs, including several large 12x14 rugs. They get thoroughly cleaned without any damage at a reasonable price.

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REVIEW  
Giddings A.  
Annapolis, MD  
Jan 10, 2018  
★★★★★

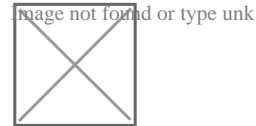
Cunningham's was very responsive and exceptionally accommodating in helping us recover from water damage in our home. Their work was excellent and provided terrific pick up and delivery service. I highly recommend their services.

REVIEW  
Shepard T.  
Baltimore, MD  
Jan 09, 2018  
★★★★★

Very professional and our rugs came back looking good.

REVIEW  
Goodwin S.  
Baltimore, MD  
Jan 09, 2018  
★★★★★

My Oriental rug came back looking like new!



CUSTOMER FEEDBACK REPORT *for*  
**Cunningham's Rug Cleaning**

REVIEW

Pemburn L.  
Bel Air, MD  
Jan 09, 2018



My 20 year old rug has a new lease on life!

REVIEW

Moulden L.  
Ellicott City, MD  
Nov 16, 2017



I was very impressed with the service and i would definitely use them again.

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