

CUSTOMER FEEDBACK REPORT *for* Pro Clean Restoration and Cleaning



REVIEW

Alec K.
FORT WALTON
BEACH, FL
Sep 05, 2019



Everything went great

REVIEW

PAT L.
Milton, FL
May 23, 2018



I wanted the carpets cleaning in one of our rental properties a standard 3 bath 1650 sqft rental home. My usual guy charges \$160 but was of ill health at this time and we had a new tenant arriving in 2 days. So I said to him the max I would pay was \$200. they had us cornered . The quality of cleaning..although it smelt nice was not all that good ... I can do just as good or even better myself with a Rug Doctor.!

REVIEW

KIM L.
Pensacola, FL
May 23, 2018



Bruce was absolutely the best. Very knowledgeable, professional and was always willing to answer any questions I had about the process. They were very efficient in the process from the tear out of my bathroom to the drying out. I can't wait for the remodel portion to be completed. I would highly recommend Pro clean to everyone I know. The best experience I have had.

REVIEW

Nicole B.
Pensacola, FL
May 09, 2018



So helpful and professional!

REVIEW

HERBERT B.
Niceville, FL
May 03, 2018



Pro Clean was always on time and the technicians were courteous and professional. They cleaned up after themselves and were very friendly.

3255 Potter Street
Pensacola , FL 32514
(850) 484-8500
procleannotsomekid.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Pro Clean Restoration and Cleaning relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Pro Clean Restoration and Cleaning in Pensacola, FL; Gulf Breeze, FL; Milton, FL; Pace, FL; Cantonment, FL; Navarre, FL; Pensacola Beach, FL; Niceville, FL; Crestview, FL; Fort Walton Beach, FL; and 23 other cities in Florida and Alabama.

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REVIEW

LAURA G.
PENSACOLA, FL
Apr 30, 2018



They did a great job on the carpet, I was not happy with the measurements. I had two rooms, different areas of exposed carpet and yet they charged the same amount for each room. I was happy with the cleaning service.

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REVIEW

SUSAN T.
GULF BREEZE, FL
Apr 23, 2018



Pro Clean / Marblelife did a great job restoring our travertine floors. We would highly recommend their service.

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REVIEW

PHIL C.
PACE , FL
Apr 22, 2018



Everything was done to my satisfaction except that my 5" base moldings were ripped off the walls in pieces rather than being removed carefully and the minor portions of them that were moldy either treated with chemical or trimmed off. I could have gotten by with having enough to do my dining room by using the saved pieces plus removing the rest of the base in the laundry room and then replacing the laundry room base with a look alike that doesn't match but would be isolated in the laundry room. I have spent approximately 6 hours so far trying to find my original molding, and hope I can get a shop to custom manufacture a matching trim. The other strange thing is that they cut my sheet rock up 25 1/2". As sheet rock comes in 48" sheets, this means that you are essentially throwing away almost half a sheet.

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REVIEW

LARA S.
PENSACOLA, FL
Apr 09, 2018



The grout throughout my house was so dirty, and had been sealed on top of the dirt, so I did not think there was hope for it. ProClean was able to get it not only clean but LIKE NEW! I was amazed. I've always been happy with ProClean for carpet and upholstery and now I can emphatically recommend them for grout cleaning, as well!

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REVIEW

JOHN P.
PENSACOLA, FL
Apr 04, 2018



Price was unreasonable. I used a competitor who performed an outstanding job for 1/3 less money per square foot.

REVIEW

STEPHANIE M.
MILTON, FL
Mar 23, 2018



Excellent service! Friendly staff! 5*****

REVIEW

DAVID M.
PENSACOLA, FL
Mar 16, 2018



Friendly, good service and courtesy with the excellent results we've come to expect , based on our prior experience as well .

REVIEW

ROBERT L.
PENSACOLA, FL
Mar 15, 2018



They were timely, honest and the price was fair. They did a good job.

REVIEW

Penny H.
gulf breeze, FL
Mar 09, 2018



I have always had good service from Proclean and would not hesitate to recommend them.

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REVIEW

BUG O.
PENSACOLA, FL
Feb 26, 2018



Pro Clean was friendly and provided quality service at a reasonable price!

REVIEW

SANDY O.
PENSACOLA, FL
Feb 23, 2018



best company ever... Daniel is great

REVIEW

GREGORY B.
PENSACOLA, FL
Feb 13, 2018



On time, professional quality and solid best practices.

REVIEW

KAREN G.
DESTIN, FL
Feb 10, 2018



Water Leak between walls. They came out quickly and set up fast. Kept coming back to check. Thrilled with their service and concern. Would hire them again. Reasonable price. Hire these people. They're very knowledgeable.

REVIEW

PEGGY H.
GULF BREEZE, FL
Feb 08, 2018



I have been using Proclean for almost 30 years and also referring them. They do excellent work. One year we thought we would need new carpet on the stairs BUT they got it looking like new!!

REVIEW

JAMES V.
MOLINO, FL
Feb 08, 2018



Excellent service. Arrived as scheduled. Completed carpet cleaning in a thorough manner, moving furniture as needed and spending extra time on the high traffic areas. Very nice technician - courteous and spent extra time showing us areas of concern with the carpet. Highly recommend for future work.

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REVIEW

LARA S.
Pensacola, FL
Feb 06, 2018



I have used other companies, but ProClean consistently meets and exceeds my expectations.

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REVIEW

DONALD T.
PENSACOLA, FL
Dec 27, 2017



they were very professional and helpful and friendly

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REVIEW

THOMAS F.
MILTON, FL
Dec 22, 2017



Company was at my house within 2 hours of the water damage and began the removal of flooring baseboards etc to begin the drying process. Very knowledgeable about insurance process. Staff was very friendly.

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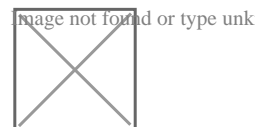
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REVIEW

KEN J.
PACE , FL
Dec 21, 2017



When setting up the appointment on the phone the person was very nice and accommodating. I explained that we would like a quote for a room approximately 12'X16' and that there was blood on the carpet from an accident that would need special attention. She assured me that wouldn't be a problem and we would qualify for the minimum rate of \$125. We received an appointment for the following day. The window of the tech's arrival given to us was 2:30 to 4:30. I promptly received a confirmation text with the time and tech's name. The day of the appointment I received a call from the tech at approximately 2:00 to notify me he was running late and he would not arrive until approximately 5:00. Just before 5:00 I received another call from him to let me know he was on his way and would be there in about 30 minutes. When he arrived he was very courteous and got right to work on the blood stains. Soon he said it was done and it looked great. It was later when I realized he didn't do the rest of the room. When I looked at the paperwork it stated "Spot Clean" so he was given the wrong instructions. We didn't really mind because we mostly wanted the stains gone. When we looked at the area the next morning the stains had returned. I called ProClean to ask what could be done to correct it. After a brief hold she told me she would have the tech call me to see what our options are. I never received the call.



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REVIEW

ELLEN E.
PENSACOLA, FL
Dec 20, 2017



ProClean did a great job cleaning my carpet. The technician was gracious and professional and called me before he arrived. He also finished in a timely manner. I would definitely recommend this company.

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REVIEW

MARK E.
MILTON, FL
Dec 09, 2017



Generally ProClean functions professionally. However, I perceive that there is not a sense of urgency to get my project complete. Irregular communication keeps me in the dark.

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REVIEW

COURTNEY P.
PENSACOLA, FL
Nov 19, 2017



I was very pleased with their ability to schedule our cleaning as quickly as they did as well as some of the feedback we were given by the technician.

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REVIEW

BEACH C.
PENSACOLA
BEACH, FL
Nov 10, 2017



Excellent results!

REVIEW

CHARLES H.
PENSACOLA, FL
Oct 31, 2017



I asked them for a price to clean the carpet in my whole condo as they would be there anyway. They gave me a price which I thought was extremely high but I told them to go ahead and do it. During my conversation with Kelly I stressed that I wanted them to pay special attention to high traffic areas. I later found out that they only cleaned the living/dining room area and the hallway ignoring both bedrooms. This conversation was witnessed by my wife. They will not take ownership of the fact that they made a mistake. As an absentee owner I am at the mercy of people who I contract to help me and I have no confidence in Pro Clean . Unfortunately Management is probably hearing only one side of this story .

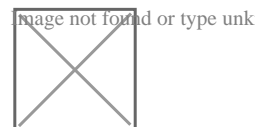
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REVIEW

REBECCA C.
CANTONMENT, FL
Oct 30, 2017



All office staff, every crew member courteous. kind, considerate, and professionally knowledgeable.



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