

Unknown Negative Reviews

After a thorough search, the following reviews were unable to be identified in our system for contact and follow up. Yelp will not share their contact information, so we are left wondering if these are even true customers to begin with.



- 0 friends
- 1 review
- Bob G.
Oakton, VA

4/10/2012

Plan on moving in the very near future so I needed a company that could work on the Saturday before Easter. The first company I spoke to had an additional charge to work on Saturday but the overall price was within reason. Thought I would try Hadeed due to their overwhelming advertising. After I gave the estimator the size of the rooms along with the square footage I was quoted a price. I asked him about the moving of recliners and small tables to clean under them. He said that it would be no problem for the men to handle. When the crew arrived they wanted to see the rooms first. When I commented about doing the carpet under the recliners, coffee and end tables he said moving any furniture would be an additional charge. The quoted price more than doubled. The technician who gave me the estimate said the office estimators were not trained well enough to know what the cost would be and that the technicians were better off estimating in the field. He also wanted to charge me to clean the steps to the upper level and failed to realize that the carpet had just been replaced. We finally agreed on a price that was 50% higher than the estimate. It was too late to schedule someone else. Amazingly both men wore "booties" while working to clean the dirty carpet. However, they neglected to protect the the walls and comers until I asked them to do so. They didn't do anything to protect the hardwood foyer and left water stains along the 16 foot length. I don't think they ever noticed the water on the floor. I've done better carpet cleaning myself with my Bissell Carpet Cleaner. Certainly wouldn't use them again and never recommend them. They should stick to advertising and stay out of the carpet cleaning business!



- 0 friends
- 1 review
- Chris H.
Washington, DC

4/2/2012

BE WARNED!! Hadeed Carpet is dishonest and if I could put no stars, that's what I would do. Frankly, I am very surprised they have been in business as long as they have. I sent my precious Afghan and other rugs to them, all of which they shrunk. When I approached them, they first denied the shrinkage which I have the paperwork to prove. They made me send them back to the plant and had me talk to an "expert" that they recommended who actually told me that it was not likely my carpets could be stretched because of the damage. Then, Hadeed's offer to me was to stretch my carpets since they have suddenly added a new component to their business - restoration.

It seems that every step of the way, they did not take care with my carpets and then finally, to add insult to injury, they offered me a nominal value for the carpets and never refunded me for the cleaning. They put rubber strips on the

carpets without asking me when they were sent back to their factory to be reexamined, even when I had asked them not to do anything to the carpets without consulting me. For an item that appreciates in value and given the fact that they claim to have many years of experience, I was shocked by how they handled my situation which dragged out over many months and feel very taken advantage of. They did not act professionally. This became clearer when I saw how their new ads on the local news/weather has suddenly changed to "Hadeed Cleaning and Restoration" given that they know nothing about restoration!

At your own risk.



- 0 friends
- 1 review
- J.S.
Falls Church, VA

3/20/2012

Do not use this company! They overcharged me for a service that they did not perform and refuse to give me a refund. This is after they have taken my rug twice, promising to make things right by completing the service that I already paid for. I have been given the run around for the last 8 months! Can you believe that? I am going to report them to the better business bureau to try to get my money back for the service that they charged me for and didn't do. This is an awful business and I suggest that no one use them.



- 0 friends
- 16 reviews
- Y.B.
Fairfax, VA

2/29/2012

Final cost was TWICE the price first quoted. Told me they did extra soaking and cleaning without authorization and there's still a stain.

Also, I agree that they won't return my phone calls. Beware, folks.



- 0 friends
- 1 review
- M.P.
Leesburg, VA

12/19/2011

As others have stated - get the price quote in writing before letting them take your rugs! I asked about the deodorizing and was told someone would call me to discuss and give me a price. They called back to say the rugs were done and I owed them more than \$900. I said not so fast I did not give you the go ahead on the deodorizing, only asked for more info. I asked if this priced reflected the 20% off advertised on TV, he said no, but would give me that for a total of \$697.

I will never use them again and advise others to proceed with caution!



- 0 friends
- 5 reviews
- Mike M.
Occoquan, VA

12/14/2011

Wish I had read the other reviews before I contacted these clowns. They did make an appointment in a timely fashion, arrived as scheduled with uniformed crews in a marked truck, but that was the end of the good stuff.

I responded to a 3 room clean for \$89 radio ad. I advised them of my situation 3 bedrooms and a stairway before they came and got confirmation (I thought) for their charges. There was no contract or estimate before they started but when the techs finished in about 35 minutes, I was presented with a bill for \$249. Told them, not the amount quoted, phone calls and back and forth (supposedly "Joe" himself) getting involved but not on the phone. Lots of hype, a mediocre cleaning and a hassle at the end. My carpets are cleaner, but there is a residue on them, a crunch feeling that to me seems like inadequately working equipment to remove all the soap. Local guy did them for \$90 last year, and did a better job; DON'T GO WITH JOE!

(This one posted under two different names)



- 0 friends
- 3 reviews
- Aris P.
Haddonfield, NJ

4/5/2012

They are liars. I was misquoted and given bad customer service. I called to complain about the price being twice what I was quoted and no one called me to discuss. They also told me that if I didn't pre-pay I couldn't get my rug back. No wonder they were once bankrupt. Their motto is "you stand on it we stand behind it." Yeah, to pull the wool over your eyes. BEWARE!