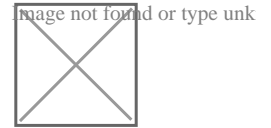


American Exteriors & Masonry



REVIEW

MARY O.
Leesburg, VA
Jul 11, 2022



WARNING: this company does not work in good faith. I had posted on google reviews my issues with this company and on 6/22/2022, a women who works for them showed up at my home and threatened me to take down my review or they would sue me. Which is ironic, because we had to start the process of suing them in order to get them to either do our job, or return our deposit. Overview: they were contracted in January 2021 to refurbish a deck and put in a new patio. They completed the job in April 2022. After well over a year of not showing up (which includes leaving our deck stripped of flooring and unusable for several months) and either lying or ghosting us (not returning our phone calls, texts, or emails,) they finally sent in crews to finish our deck and start our patio. The crew that did our patio did a very good job. Unfortunately, this was a hired crew, the forman was actually a former employee of AE, he quit because he was not getting paid. He told me our job (patio portion) was the last job they would contract to do for AE because it took them way too long to get paid. This was such a stressful ordeal. And now because I am warning others, they are threatening me. Unreal. I wonder if they are threatening all the people who gave them bad reviews. They did this to many people, we were not the only ones. Lie. Ignore. And now bully. Stay clear if this is not how you want to be treated.

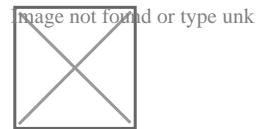
26 Fairfax St SE, Suite N
Leesburg , VA 20175
(703) 443-2699

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, American Exteriors & Masonry relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of American Exteriors & Masonry in Leesburg, VA; Ashburn, VA; Lovettsville, VA; Purcellville, VA; Springfield, VA; Falls Church, VA; Aldie, VA; Fairfax, VA; Chantilly, VA; Test, GA; and 19 other cities in Virginia.

American Exteriors & Masonry



REVIEW

Kenneth S.
Leesburg, VA
Apr 02, 2018



They were a great company and the owner was easy to work with and responsive to questions and concerns.

REVIEW

Matthew C.
Ashburn, VA
Apr 01, 2017



Carmen, Daniel and his crew showed up right on time and quickly completed the demo and finished the paver portion of our Patio with Fireplace project the first day. They far exceeded their timeline, even with a few days of inclement weather. They kept me informed of the progress and the finished product is superb. I highly recommend these guys if you are looking to get a top-notch patio and fireplace.

REVIEW

Tolub A.
Falls Church, VA
Feb 07, 2017



I am so glad I went with American Exteriors and Masonry to install a walkway and construct a new deck. The final results are amazing and have had so many compliments on both parts. Dan, our salesman, originally came to our home and worked within our price and guidelines. He was very responsive and professional in the sales presentation, the follow up, and the whole process. When there were some issues that arose, Carmen (the owner) promptly responded to the concerns and let me know what was happening and how to work with me. He showed up on the day of each installation to ensure the crew knew the specifics, and put my wife and me at ease. The end product is incredible! The workmanship and the quality is top notch. We have had so many compliments on the deck and walkway, and truly has made a difference in our house. I will only turn to American Exteriors and Masonry for my outdoor construction and look forward to working with them again!

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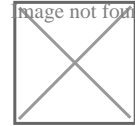
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FEEDBACK REPORT *for*

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REVIEW

D.O.D.
Leesburg, VA
Jan 18, 2017



AE was excellent and had quality craftsman who did an excellent job. They go above and beyond with an attention to detail that you don't find often enough these days.

REVIEW

David A.
Fairfax, VA
Jan 13, 2017



They need better follow through

REVIEW

Foley J.
South Riding, VA
Nov 21, 2016



Outstanding Company. I am not one to say that lightly. The crew was courteous, professional and did an outstanding job! The customer service from estimate to after completion has been responsive, flexible, professional and very timely. They arrived on time, worked hard and finished quickly. We would not only recommend them, but we would definitely hire them again.

REVIEW

Bardos S.
Leesburg, VA
Nov 01, 2016



Great job!

Comment from American Exteriors & Masonry

We thank you for your business and your review.

American Exteriors & Masonry



REVIEW

Friedman C.
Sterling, VA
Oct 25, 2016



I chose this company because they seemed the most knowledgeable and well-managed of my options, and it was the best decision I've ever made. Nate was invaluable in helping me design and plan my project. and Daniel and his team laid my pavers in record time, turning out a flawless product. Communication was great throughout, people showed up when I was told they would, and I was pleased that Nate personally oversaw the installation. I can't recommend these guys too highly.

Comment from American Exteriors & Masonry

We thank you for your business and your review.

REVIEW

Pierce R.
Ashburn, VA
Oct 24, 2016



They came out on time, and finished an entire day ahead of schedule. All of the work was done really well, and I was impressed throughout the entire process.

Comment from American Exteriors & Masonry

We thank you for your business and your review.

REVIEW

Barbara S.
Alexandria, VA
Oct 22, 2016



American Exteriors and Masonry built a beautiful walkway for me, and installed the same stone on my interior fireplace; they did a great job, and cleaned up the area very well after installation.

Comment from American Exteriors & Masonry

We thank you for your business and your review.

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American Exteriors & Masonry



REVIEW

Fagerli A.
Leesburg, VA
Oct 21, 2016



Very pleased with every aspect of our deck project. Everyone I dealt with acted professionally and followed-through as promised.

Comment from American Exteriors & Masonry

We thank you for your business and your reviews.

REVIEW

Kerr J.
Purcellville, VA
Jul 26, 2016



American Exteriors had an unexpected opening in their project schedule and called to ask if we wanted to start right away with ours. We did! We had two sets of 60-year-old, sinking, crumbling, flagstone pathways and steps redone. Ideally, we wanted to be able to reuse the existing flagstone because it added so much character to our home. But, to our chagrin, every other bidder we talked to before contacting American Exteriors wanted to dig up the original flagstone and replace it with pavers or concrete. They seemed reluctant to get into restoring what we already had and more interested in replacing what we had. Nate, our first contact with American Exteriors, was the first person to tell us it would be a shame to replace the flagstone with pavers or concrete because our flagstone was in great shape and of very good quality. That's what we'd been waiting to hear! They started the project on a Monday and were finished by Wednesday. It was obvious the crew was very experienced. They worked together like a well-oiled machine, very professionally, in an efficient and timely manner, and the result is beautiful! We hired the right people for the job!

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REVIEW

Erdelyi R.
Leesburg, VA
Jul 22, 2016



I had American-Exterior replace the concrete on my porch and walkway with flagstone. Overall, looks quite nice and was completed in 3 days

REVIEW

Keedy E.
Falls Church, VA
Jul 14, 2016



Carmen and his team were great to work with and we are thrilled with the quality and look of our new patio. We would highly recommend them to anyone.

REVIEW

Thomas A.
Annandale, VA
Jul 11, 2016



I'm very happy with American Exteriors & Masonry and would use them again and recommend them.

REVIEW

Marsallo C.
Oak Hill, VA
Jul 04, 2016



We had a very positive experience American Exteriors and Masonry with all aspects of our front walk project, from the initial presentation of options, ideas, materials, etc., to the project completion. Communication was good throughout and all inquiries were addressed promptly. We are very pleased with the final result and would recommend their services to others.

REVIEW

W.P.T.
Leesburg, VA
May 15, 2016



From design to completion the work was completely professional. Very satisfied with the end product.

REVIEW

Sandomierz M.
Springfield, VA
Apr 21, 2016

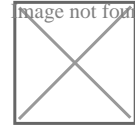


They completed a big project very fast and very clean!

FEEDBACK REPORT *for*

American Exteriors & Masonry

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REVIEW

Brian P.
Lovettsville, VA
Apr 07, 2016



We will be recommending this company to everyone in the market for outdoor spaces. They did an amazing job with our project and helped us with design ideas we would never have thought of. They were completely focused on our satisfaction from start to finish.

REVIEW

Chris D.
Lovettsville, VA
Mar 03, 2016



Excellent work, fair price, superior customer service.

REVIEW

Richard L.
Clifton, VA
Feb 09, 2016



They did an excellent job on my roofing project.