

FEEDBACK REPORT *for*

# First Impressions Exteriors



REVIEW

Mark P.  
Minnetonka, MN  
Oct 18, 2016



While First Impressions did a good job of installing my roof there was a little roof work put off until spring because of the cold weather. Even though Ted told me he put it on his calendar to call me in the spring I had to call him. We finally made an appointment for him to come out but he did not show up. He never called and he now does not return my calls. So if you have Ted do your roof make sure everything is completed before you give him the balance due.

REVIEW

Mike S.  
Victoria, MN  
Dec 17, 2014



Due to some issues with the payments received from my insurance company & my mortgage company delaying the funds owed to First Impressions the project took a little longer than expected. This was in no way First Impressions' fault but they understood the process and worked with me even though the delay was on my end. This was a frustrating roadblock but the First Impressions crew went out of their way to help through this mess & do everything they could to ensure the job continued despite the payment hold-up. They finished the roof in the fall & the siding in the spring and both looked great.

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As a GuildQuality Guildmember, First Impressions Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of First Impressions Exteriors in Minneapolis, MN; St. Paul, MN; Crystal, MN; Eagan, MN; Plymouth, MN; Coon Rapids, MN; Stillwater, MN; Chaska, MN; Burnsville, MN; Zimmerman, MN; and 11 other cities in Minnesota.