## CUSTOMER FEEDBACK REPORT for Premier Pools & Spas of Austin

REVIEW

Tom R. Austin, TX May 27, 2019 Very poor experience with Premier Pools - no construction supervision led to several construction flaws and took months to complete repairs. No Project Manager to help with communication and ensure quality during construction process. Our pool equipment broke less than 2 months after completion and we have been waiting almost 3 weeks for repairs. This was not our first pool build so we understand the process and did not have a positive experience with this company.

REVIEW

Matt M. Buda, TX May 16, 2019

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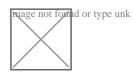
The owner, Brady, still owes me chairs to make up for their poor workmanship.

REVIEW

Heath J. Austin, TX May 13, 2018

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My pool was built in the wrong location, has multiple leaks and many other construction defects. For over one year I have been unsuccessful getting anyone to honor the warranty despite multiple contacts to both the local Premier office as well as the California office.



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## **GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Premier Pools & Spas of Austin relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Premier Pools & Spas of Austin in Austin, TX; Spicewood, TX; Georgetown, TX; Round Rock, TX; Briarcliff, TX; Leander, TX; Dripping Spgs, TX; Buda, TX; Pflugerville, TX; Burnet, TX; and 7 other cities in Texas.