

## CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas - Heart of Texas



### REVIEW

Brian K.  
Waelder, TX  
Apr 04, 2020  
★★★★★

Every one at this company was extremely helpful, knowledgeable, courteous, responsive and professional. The pool was constructed with the highest standard and quality. I would highly recommend this company to anyone who is interested in building a pool.

820 N. Jefferson St.  
La Grange , TX 78945  
(979) 968-8361

### GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Premier Pools & Spas - Heart of Texas in Victoria, TX; Brenham, TX; College Station, TX; Bryan, TX; Bastrop, TX; La Grange, TX; Caldwell, TX; Inez, TX; Giddings, TX; Moulton, TX; and 48 other cities in Texas.

### REVIEW

Stephen S.  
Victoria, TX  
Apr 02, 2020  
★★★★★

They had excellent customer service and chose superior contractors for every part of the process.

### REVIEW

Larry H.  
Bastrop, TX  
Mar 25, 2020  
★★★★★

Overall we are happy with our pool. We were really disappointed with the lack of communication and follow through on issues (some of which are still not fixed).

### REVIEW

Marcus P.  
Gonzales, TX  
Mar 20, 2020  
★★★★★

They were very professional and all the crews that came in were very knowledgeable. They had a gunite crew, the decking crew, the rock crew and the guy that came in to help us set up were all very knowledgeable and professional. They were very easy to work with. We called them several times during the construction and they answered all of our questions.

### REVIEW

Kristinik E.  
Moulton, TX  
Jan 07, 2020  
★★★★★

We enjoyed working with Chip and Trina. We would highly recommend Premier Pools.

### REVIEW

Richard K.  
Fayetteville, TX  
Dec 02, 2019  
★★★★★

There was not a lot of follow up after the completion. You don't hear from anyone after it's done.

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### REVIEW

S.J.N.  
Victoria, TX  
Oct 19, 2019  
★★★★★

Thank you Premier Pools and Spas-Heart of Texas for a beautiful pool. The quality of the work is absolutely excellent and the communication throughout the whole process was great. We are so glad we chose you to build our dream pool, you certainly delivered!

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### REVIEW

R.T.P.  
College Station, TX  
Sep 23, 2019  
★★★★★

The whole experience was great. It was exactly like they said it would be.

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### REVIEW

Gary F.  
Hallettsville, TX  
Jun 04, 2019  
★★★★★

Premier Pools is very professional. They did a fantastic job and all of our expectations were met. The time from excavation to finish was a lot shorter than I expected. They were very efficient and it was a very good experience.

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### REVIEW

Nancy T.  
Mc Dade, TX  
May 02, 2019  
★★★★★

Exceeded my expectations-flawless execution by all

### REVIEW

Paul V.  
La Grange, TX  
Apr 10, 2019  
★★★★★

Premier Pools & Spas had fast service, excellent quality, helpful staff, and the pool school was helpful during training. I would recommend contacting Premier Pools & Spas if you would like a pool.

### REVIEW

Joe B.  
Goliad , TX  
Mar 29, 2019  
★★★★★

We were very pleased with the staff and the work done by Premier Pools & Spas - Heart of Texas. Everything was good! We have built a good relationship with them.

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### REVIEW

G.C.G.  
Victoria, TX  
Feb 19, 2019



Initial communication and sales process was flawless; once the job started communication ceased to exist and delays we're a common occurrence. It didn't seem like the process was very organize and change orders we're consistently forgotten about; which in turn cause work to be redone. Over 5 months since the start of the process, we still have pending issues from the construction phase that haven't been taken care of.

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### REVIEW

K.B.R.  
Inez, TX  
Jan 22, 2019



We loved it; it was amaing. Our whole process was free of any troubles.

### REVIEW

Behne K.  
Burton, TX  
Jan 16, 2019



I really appreciate the staff that worked with us. Johnathan was our foreman and he was excellent and beyond accommodating. Sam was thorough with all the work he did. We couldn't be more pleased.

### REVIEW

Stribling J.  
Fayetteville, TX  
May 09, 2018



Our experience with Premier Pools and Spas of LaGrange was beyond our expectation!!! Not only was our pool installed in record time, the professionalism exhibited by the Sales Department as well as the installation crew was superb. We have already recommended this company to many acquaintances. GREAT JOB!!!

### REVIEW

Rowden E.  
Ledbetter, TX  
Apr 16, 2018



They designed a beautiful pool for me. Since I can't travel any more, it's my stay-cation.

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### REVIEW

Gray D.  
Ammansville, TX  
Apr 16, 2018



Chip did a great job at design, installation and customer service. He implemented change orders along the process and we ended up with the exact pool that we wanted.

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### REVIEW

Utz G.  
Edna, TX  
Apr 06, 2018



I love my pool and I love my view every morning when I drink my coffee.

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### REVIEW

Janner R.  
Brenham, TX  
Apr 05, 2018



Premier Pools and spas has excellent customer service. We couldn't be happier to have worked with them on our dream.

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### REVIEW

Meadows C.  
Sealy, TX  
Apr 04, 2018



Great group of guys with a great product!

### REVIEW

Robertson S.  
Victoria, TX  
Apr 04, 2018



We are enjoying our new pool. It's exactly what we were hoping for. Thank you Premier Pools for delivering on your promise.