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# FEEDBACK REPORT *for* Roof Authority

## Customer Feedback Summary

*Of 13 surveys sent, 11 were responded to*



10800 Alpharetta Hwy, St.  
208-461  
Roswell , GA 30076  
(770) 400-0998  
roofwithauthority.com

### GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Roof Authority relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Roof Authority in Dawsonville, GA; Dunwoody, GA; Lawrenceville, GA; Norcross, GA; Milton, GA; Cumming, GA; Alpharetta, GA; Marietta, GA; Roswell, GA; Snellville, GA; and 1 other city in Georgia.

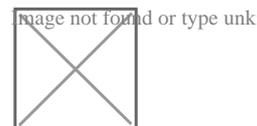
## Recent Reviews & Published Comments

REVIEW

Nate W.  
Smyrna, GA  
Jan 17, 2017  
★★★★★

Russ was great to work with. I was a little "high maintenance" of a customer. I must have sent him the email equivalent of a 8.5x11 piece of paper with 10-15 elaborate questions. He answered all them well and quickly. His crew was friendly and efficient, but also did quality work. I have already recommended him to the surrounding neighborhoods. I just hope they call him!

FEEDBACK REPORT *for*  
**Roof Authority**



REVIEW

Dr W.  
Marietta, GA  
Dec 15, 2016  
★★★★★

They did a great job and were professional!

Comment from Roof Authority

Thank you Dr. Wink

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REVIEW

Matt S.  
Dawsonville, GA  
Dec 15, 2016  
★★★★★

Russ and his crew are very responsive throughout the whole roofing process from sales to finish. I would recommend Russ to anyone who is needing a roof.

Comment from Roof Authority

Thank you Matt

COMMENT

Additional Comment  
Nov 09, 2016

I'm extremely satisfied with all aspects of Roof Authority. Our roof looks great. What an improvement over our existing roof.

COMMENT

Additional Comment  
Nov 09, 2016

I will recommend Roof Authority to anyone needing a new roof.

COMMENT

Additional Comment  
Nov 01, 2016

I was most satisfied with their customer service and professionalism.

REVIEW

Edwin P.  
Lawrenceville, GA  
Nov 01, 2016  
★★★★★

Outstanding customer service and professionalism. I rate Roof Authority a 4++.

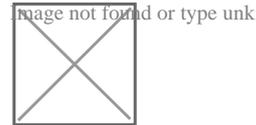
Comment from Roof Authority

Thanks !

COMMENT

Additional Comment  
Oct 27, 2016

I would like to recognize the owner of the company for his exceptional service.



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COMMENT  
Additional Comment  
Oct 27, 2016

on schedule, very detailed oriented and organized

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REVIEW  
Marcelo A.  
Milton, GA  
Oct 27, 2016  
★★★★★

I did lot's of research before hiring Roof Authority. They have only good feedback and recommendations. Do not fall for the sales speech of companies nocking your door... most of them do not care about you, they try to lock you in a contract and scheme you to buy more. Roof Authority and Ross (the owner) has a genuine desire to provide you a quality and cost effective roof.

**GUILDMEMBER SINCE 2016**

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Comment from Roof Authority  
Thanks Marcelo !

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REVIEW  
Cedric G.  
Cumming, GA  
Oct 27, 2016  
★★★★★

Fantastic company to work with. Roof Authority answered all questions I had, took pictures and shared them with me along the entire process. I feel very confident in the work that was done and will definitely recommend them to anyone that asks me about a roofer.