

CUSTOMER FEEDBACK REPORT *for*

Testerman Restoration, LLC



REVIEW

Milford T.
KNOXVILLE, TN
Aug 25, 2022



They were good people. They did their work.

104 Land Oak Lane
Knoxville , TN 37922
(865) 691-1169

REVIEW

Ruslan I.
Morristown, TN
Jan 20, 2021



Testerman restoration, they're a low-skilled company, which ruined our bathroom renovation. They are not professionals, rude with their clients, unpunctual. Do not recommend anyone to contact this company.

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Testerman Restoration, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Brandi K.
KNOXVILLE, TN
Dec 22, 2020



They were outstanding.

We have surveyed customers on behalf of Testerman Restoration, LLC in Knoxville, TN; Oak Ridge, TN; Powell, TN; Morristown, TN; Clinton, TN; Lenoir City, TN; Maryville, TN; Seymour, TN; Bean Station, TN; Loudon, TN; and 16 other cities in Tennessee.

REVIEW

Dawn P.
Loudon , TN
Jan 08, 2020



I would definitely use them again should a situation arise. They were well organized, their contractors did a great job and they cleaned up.

REVIEW

Mark B.
Knoxville, TN
Nov 22, 2019



I can't imagine being happier than I was with the work we had done. I would recommend them and I feel like you get a premium product with Testerman. There was never anyone on the property I felt uncomfortable with or didn't feel respect for. They seemed to have really, really good people. The quality of the work is just over the top!

REVIEW

Dodie M.
Knoxville, TN
Nov 11, 2019



Very professional and did a great job.

REVIEW

Ann Howard
Knoxville , TN
Jul 31, 2019



The whole crew was wonderful. They did a great job and I would highly recommend them.

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REVIEW

Manuel G.
Knoxville, TN
Jul 26, 2019



Very professional, they are expensive but do a good work. Problems I have where for the time was having problems to advance on the job sometimes due to rain sometimes due to other project they where handling.

Have to call them to check on a re-installation of a toilet after placing the floor due to some water leaking and was told by the "plumber" that it was broke and old and needed to be replace, which I new was nothing right and basically a lie. I get home, inspected myself, found the leakage from the tank, no breaks (that even if broke it would be their reponsibility since the toilet was working perfectly) and just needed to adjust a couple of bolts in the tank and that solve it... also had to have the carpenter to adjust the front door since it was impossible to open after the work.

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REVIEW

William W.
Knoxville, TN
Jul 25, 2019



They are an excellent company, very understanding and they are good at being in touch and listening to the customers concerns.

REVIEW

Susan C.
Rockwood, TN
Jul 25, 2019



They did a really good job.

REVIEW

Keith S.
Knoxville, TN
Jun 20, 2019



Competent, ethical, well-organized enterprise.

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REVIEW

Tamara D.
Knoxville, TN
Jun 19, 2019



Brian and his crew were knowledgeable, patient, polite, and thorough in their explanations of ensuring that I understood what would occur in my home. The quality of their work was great and they worked at an expedited pace to ensure they were finished within the agreed timeframe.

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REVIEW

Beth M.
Knoxville, TN
May 17, 2019



The Testerman Restoration staff is extremely professional and does a great job of communicating with you every step of the way. They turned the attic of our 100-year-old home into a master suite and did high-quality work, even in the face of several constraints and scope changes. We loved working with Gary, Caleb and Brian and would absolutely work with them again.

REVIEW

Linda B.
Corryton, TN
May 16, 2019



They were all very nice and professional, especially the painting crew. They were very neat, and did it quickly and professionally.

REVIEW

Janet D.
Knoxville , TN
May 16, 2019



They have been good about doing it. It has been several months, but I know they had a lot of problems due to the flood. It started when we had all that rain in February.

REVIEW

Jack S.
Lenoir City, TN
Feb 27, 2019



Brian Settle stayed on top of getting the repairs done. Very professional gentleman!

REVIEW

David U.
Knoxville, TN
Jan 11, 2019



The actual repair work both interior and exterior would rate 5 stars. However all the administration leading up to, during and after the repairs just soured the process. Hence my 3 stars.

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REVIEW

Carol P.

Knoxville, TN

Dec 04, 2018



Really professional, very nice and courteous!

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REVIEW

William Y.

Knoxville, TN

Nov 30, 2018



Aaron and crew did a great job!

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REVIEW

Jennifer H.

Bean Station, TN

Sep 25, 2018



Very happy with Testerman Restoration. Very professional, prompt, and did a great job. I would highly recommend this company for your needs.

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Testerman Restoration, LLC

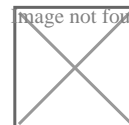
REVIEW

Nancy Y.
Knoxville, TN
Jun 14, 2018



The finished product was good, but Testerman dragged out a simple bathroom repair almost four weeks when better proactive planning in procuring materials and lining up their subcontractors could have easily cut the time in half if not less. I had to remind them of a labor item to be added to the contract that we'd agreed upon. I had to call THEM over and over again to find out the non-progress on our project and with two of their "managers" my calls weren't returned for two days when I was told they were "busy". Two weeks after the work was completed we hadn't received a final billing. When I called the office it was finally tracked down that the final project manager had "set aside" our file and forgotten about it. When we went over the final billing we told him that that certain labor item (leveling the floor) hadn't needed to be done after all and we wanted the cost to be taken off the bill. He told us that workers had written it up as DONE AND MATERIALS USED. We presented him with the materials, unused and didn't pay for it or the labor. At installation, they had to go out and get materials to finish the job. This company came highly recommended through our Insurance Agent. We wouldn't recommend them. They may have been able to deliver good work in a timely manner at some point but it wasn't our experience.

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REVIEW

Bonnie D.
Knoxville , TN
Jun 06, 2018



The man that came to my house was so nice. All the staff explained everything and told me what they were going to do. They communicated with me on when they would come and not come. They worked with my schedule. They did an excellent job, and I was thrilled. I waited six months for them, and they are just excellent people.

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REVIEW

Mike K.
Loudon, TN
May 10, 2018



Satisfied 100%.

REVIEW

Charlie V.
Knoxville, TN
May 08, 2018



They kept us informed every step of the way and the follow-up is exceptional. The staff is curtious, responsible, thorough, resourceful and willing to go beyaond the planned scope of work when the unforeseen happens. And it always does. From staff to subcontractors, everyone stands by their work to make sure we were satisfied. Our project was ultimatly and upgrade from the original. On time and in budget.

REVIEW

SG W.
Knoxville, TN
May 08, 2018



They were all very nice and professional.

REVIEW

Maxine S.
Knoxville, TN
Apr 19, 2018



I was very pleased with the workmen and the way they handled it.

REVIEW

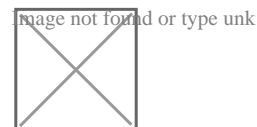
Jerry T.
knoxville, TN
Jan 27, 2018



Extremely professional with all work done in an exceptional manner!

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REVIEW

Chris J.
Oak Ridge, TN
Jan 09, 2017



They were great to work with, they always took my phone call. They were very responsive.

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REVIEW

Felicia C.
Knoxville, TN
Aug 30, 2016



The Testerman team was great.

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