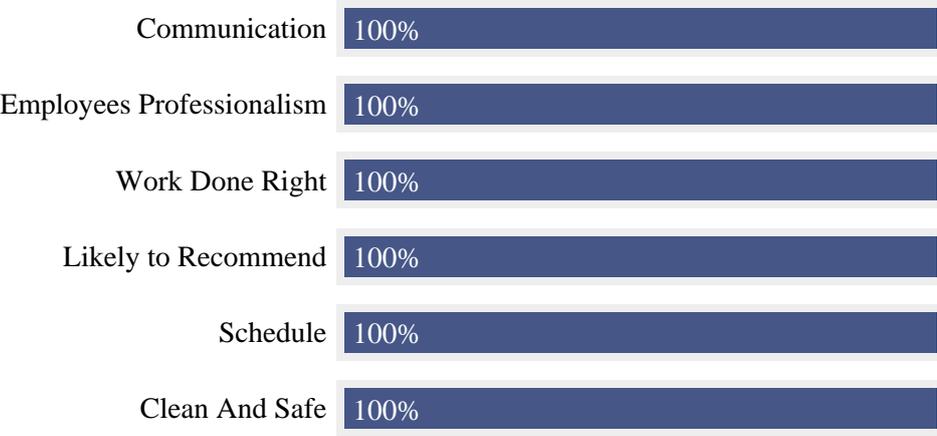


# FEEDBACK REPORT for Valley Spas, Inc.

## Customer Feedback Summary

Of 32 surveys sent, 20 were responded to



3059 Birds Creek Rd Unit B  
Sevierville , TN 37876  
(865) 908-0025  
www.valleyspasinc.com

### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Valley Spas, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Valley Spas, Inc. in Sevierville, TN; Pigeon Forge, TN; Cosby, TN; and Gatlinburg, TN.

## Recent Reviews & Published Comments

### REVIEW

Tim W.  
Sevierville, TN  
Oct 15, 2017  
★★★★★

Valley Spa is by far the best company in the area with top-notch service, while providing affordable costs and excellent service. Very knowledgeable in their field. Always there to service my properties and needs in a timely manner. I recommend Valley Spa as my top, first, and only spa and pool company.

### REVIEW

Nichole M.  
Pigeon Forge, TN  
Sep 06, 2017  
★★★★★

I highly recommend them. They are an excellent company and very efficient!

### REVIEW

Katie H.  
Pigeon Forge, TN  
Aug 30, 2017  
★★★★★

They are professional, on time, never miss a beat, good at follow up. I would recommend them to anyone looking for a hot tub, spa or a pool.



# FEEDBACK REPORT *for* Valley Spas, Inc.

REVIEW

Gerald S.  
Sevierville, TN  
Aug 29, 2017



Chris and Jamie are always polite, courteous and prompt. Chris is very knowledgeable and has now helped me out several times. I would advise anyone to use their services if you have any problems with your spas, pools etc.

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COMMENT

Additional Comment  
Aug 23, 2017

Honest people who will go out of their way to help you with any pool or spa needs.... A+ A+

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REVIEW

Debbie R.  
Sevierville, TN  
Aug 19, 2017



They go above and beyond. They don't just tell you the issue, they educate you about it. They explain how it can be prevented in the future. We don't have any problems because they continually educate us on the proper care for our hot tub.

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COMMENT

Additional Comment  
Aug 18, 2017

They do an exceptional job with follow through, returning phone calls and getting back in touch with you promptly! I would recommend Wallside Windows.

REVIEW

Rob J.  
Pigeon Forge, TN  
Aug 18, 2017



I can't sing their praises enough. They've pulled me out of quite the bind and I am happy with their service.

COMMENT

Additional Comment  
Aug 17, 2017

The great folks at Valley Spas have made it easy to become a loyal customer by being a dependable, honest and fair company. I truly appreciate them and the work they do.

REVIEW

James H.  
Cosby, TN  
Aug 17, 2017



Valley Spas is the only company I call for my pool and spa needs. They have always handled any issues in a professional and courteous manner. I have used others in the past but have now been a loyal customer for several years and plan on working with them far into the future.



# FEEDBACK REPORT *for* Valley Spas, Inc.

REVIEW

Shawn F.  
Gatlinburg, TN  
Aug 17, 2017



The two word comes to my mind right away is willingness and tenacity.

REVIEW

Jim M.  
Cosby, TN  
Aug 16, 2017



We have worked with Vally Spa since 2010 they have always service our equipment in a very timely manner.If we have guess and a Spa is down they make emergency calls ASAP. could not be any better people to work with.

REVIEW

Gary H.  
Sevierville, TN  
Aug 16, 2017



They deliver exceptional service!

REVIEW

Brian V.  
Sevierville, TN  
Aug 16, 2017



I've used Valley Spas for my service for nearly four years and when we needed to purchase a new spa. They performed above any expectations I had. There service is done right the first time. I am very pleased with Valley Spa and would not consider using anyone else for my spa service.

REVIEW

Karey L.  
Sevierville, TN  
Aug 16, 2017



Valley Spas always provides excellent customer service. They follow up with any needed items and go out of their way to insure my spa's are always serviced ASAP as needed. Travis, who handles a lot of the service work is wonderful! Jamie is knowledgeable and service minded, which makes owning cabins from a remote location easy when it comes to any spa issues.

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