

CUSTOMER FEEDBACK REPORT *for* Advanced Cleaning and Restoration, Inc.



194 Daniel Street
Hackensack , NJ 07601
(201) 820-3550
www.acrhomeinc.com

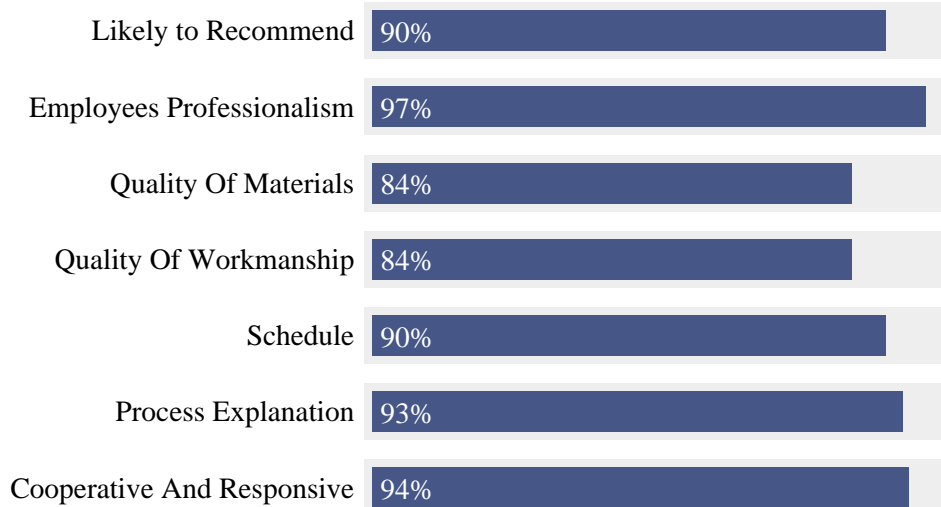
GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Advanced Cleaning and Restoration, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Advanced Cleaning and Restoration, Inc. in Teaneck, NJ; Mahwah, NJ; Fort Lee, NJ; West Orange, NJ; Englewood, NJ; Hackensack, NJ; Plainsboro, NJ; Edison, NJ; Secaucus, NJ; Paramus, NJ; and 195 other cities in New Jersey, Massachusetts, New York, Illinois, Texas, and 3 other states.

Customer Feedback Summary

Of 482 customers surveyed, 88 responded



Recent Reviews & Published Comments

REVIEW

Rose N.
Perth Amboy, NJ
May 17, 2018
★★★★★

They were professional courteous and a great team.

REVIEW

Ryna L.
Franklin Lakes, NJ
Mar 07, 2018
★★★★★

They were prompt, thorough, and not in the way.
They were wonderful.

REVIEW

Robin H.
Edison, NJ
Jul 05, 2017
★★★★★

Thoroughly accommodated my work schedule and came at 7am n order for me to get to work on time.
They explained everything thoroughly and did an amazing clean up job!

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REVIEW

Lisa K.
Township Of
Washington, NJ
Jun 09, 2017



They were hands on and very helpful. They answered every question. They were clean and neat. They were respectful of my home. They made a horrible experience tolerable and made us feel better about it.

REVIEW

Neywahsee M.
Plainfield, NJ
Mar 31, 2017



They were extremely prompt and efficient, and they were very cooperative with what our needs were.

REVIEW

Deborah A.
Wyckoff, NJ
Dec 09, 2016



Performed the work nec. & did it in a very professional manner & answered my questions thoroughly.

REVIEW

Rupal M.
Madison, NJ
Dec 06, 2016



Amazingly professional crew of people from Advanced Cleaning. I was more than satisfied with the services provided. They are extremely accommodating and have very courteous service.

REVIEW

Christian P.
Fords, NJ
Sep 22, 2016



We didn't know of such a great company before. They came out on the following day after Allstate Ins. of NJ notified them of a tree falling on our house during a windstorm. They cleaned up the broken glass and dried our carpet and walls and boarded up the windows. We were very happy with their work!

REVIEW

Thomas A.
Tinton Falls, NJ
Jul 14, 2016



If those guys were so good and nice, if I had a daughter or sister, they could date my daughter or sister. I trusted these guys. It was nice that the company they worked for, but they were very clean, courteous. You could not ask for better employees.

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REVIEW

Vincent B.
Green Brook, NJ
Jul 10, 2016



EXCELLENT PROFESSIONAL SERVICE

REVIEW

Diane T.
Maplewood, NJ
Apr 18, 2016



Advanced was there in advance of my return from vacation. They were extremely considerate of my situation and respectful of my home and my personal junque!

REVIEW

Richard M.
Lk Hopatcong, NJ
Mar 17, 2016



They were fabulous!

REVIEW

Sunita M.
Randolph, NJ
Jan 26, 2016



They were extremely professional, courteous, and respectful of our home. Their employees are excellent, not only did they clean my house very thoroughly, but also fixed broken things in my home.

REVIEW

Andre J.
Teaneck, NJ
Jan 07, 2016



They did a good job and they did a fast job.

REVIEW

Richard C.
Ringwood, NJ
Dec 30, 2015



Having professional team that can provide assistance during such a stressful time is exactly what was needed. And Advanced Cleaning and Restoration is that kind of company. They were understanding of our needs took extreme caution to protect our home, health and mental wellbeing. We had so much going on at the time and their crew and especially their team leader was efficient, fast and cooperative. They helped make the situation better as quick as they could.

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REVIEW

Pravin P.
Saddle Brook, NJ
Nov 09, 2015



During the time of disaster, they made life much easier! Advanced Cleaning and Restoration, were very cooperative and prompt! There's nothing to worry about, working with them.

REVIEW

Joan P.
Westfield, NJ
Oct 09, 2015



The job was done very efficiently and better than I expected! They did 110% more than I expected.

REVIEW

Barry S.
Mahwah, NJ
Sep 04, 2015



Job well done!!!

REVIEW

James H.
Fair Lawn, NJ
Aug 18, 2015



The people who did the work were very, very nice. They could not have been nicer or more cooperative. It was a very difficult job and I give them a lot of credit for doing what they had to down there in our basement.

REVIEW

C.M.M.
Wayne, NJ
Aug 13, 2015



THEY WERE FAST, PLEASANT AND THOROUGH.

COMMENT

Additional Comment
Jun 06, 2015

The speed of the settlement and the amount paid.

COMMENT

Additional Comment
Jun 06, 2015

None

REVIEW

D.G.R.
Denville, NJ
Jun 06, 2015



Very satisfied with the employees, the work done and the timeframe to completion.

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COMMENT

Additional Comment
Jun 02, 2015

I was most satisfied with the promptness, how quick they came, and how fast they were able to remove wet materials along with bringing blowers that they brought in to help.

COMMENT

Additional Comment
May 28, 2015

I was most satisfied with the cleaning.

COMMENT

Additional Comment
May 27, 2015

They were timely, the adjuster understood the extent of loss and damaged, and they explained a lot of the process to us.

COMMENT

Additional Comment
May 19, 2015

I was satisfied with everything with my claim experience.

COMMENT

Additional Comment
May 19, 2015

I was most satisfied overall.

COMMENT

Additional Comment
May 18, 2015

I was satisfied with the experience.

COMMENT

Additional Comment
May 18, 2015

Everything went fine for me.