### CUSTOMER FEEDBACK REPORT for

### Fresh Coat Painters of Anderson

REVIEW

They did a great job and it was well worth it.

Donna T. Cincinnati, OH May 12, 2021

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REVIEW

Linda M.

Inverness, OH Dec 10, 2020 \*\*\*\*

REVIEW

Eric R.

Cincinnati, OH Aug 31, 2020 \*\*\*\*

REVIEW

Katie S. Cincinnari, OH Aug 31, 2020 \*\*\*\*

REVIEW

Julie W. Cincinnati, OH Jul 22, 2020

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REVIEW

Britt B. Cincinnati, OH Oct 26, 2019

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REVIEW

John V. montgomery, OH Oct 25, 2019

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They are very professional, very good at what they

do, and always on time!

Overall satisfied!

NA

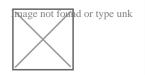
They are very professional and got it done in a timely fashion. It was not too overpriced, it was perfect!

Fred and Chris were awesome! I highly recommend

using this service.

We were very pleased with the entire job from our initial request for an estimate to the completion of work. The painters were very meticulous in their prep work and trim painting. We are planning on using

Fresh Coat again in the near future.



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Cincinnati, OH 45230 (513) 790-6758

#### **GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Fresh Coat Painters of Anderson relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Michael K. cincinnati, OH Sep 13, 2019

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Fred of Fresh Coat Painters of Anderson is very professional. He explained all of the options and was a pleasure to deal with, and his expertise is very apparent.

REVIEW

Krystle K. Ft Thomas, KY Sep 13, 2019

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Chris and Fred were very wonderful to work with and I would highly recommend either one of them for a paint project.

REVIEW

Robin T. cincinnati, OH Jul 05, 2019

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We had just a couple of bumps with getting a color match to our siding but otherwise a completely smooth process. I highly recommend Fred and his

REVIEW

Scott K. Milford, OH Apr 29, 2019

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Very professional service. Chris knew his stuff and did a great job

REVIEW

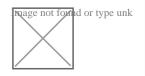
Tommy M. Cincinnati, OH Mar 14, 2019 Great Service Great Price Super Friendly Highly Recomend Fresh Coat!

REVIEW

Janna G. West Chester, OH Mar 05, 2019

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Fred and his team at Fresh Coat Painters were extremely professional and friendly. I felt that they did a great job at a completely fair rate, and I was also very happy with their ability to work around my schedule. I would absolutely recommend them to friends as well as hire them again for myself.



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REVIEW

It was just pleasant, it was excellent all the way

Terrence I. Blue Ash, OH around, it was great!

Jan 18, 2019 \*\*\*\*

Great Experience!

Anita M. cincinnati, OH Nov 26, 2018

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cincinnati, OH

Oct 10, 2018

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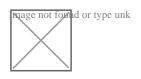
REVIEW

REVIEW

Holly D.

Fred of Freshcoat was great to work with! He was very friendly and knowledgeable and kept me updated as the project moved along. The quality of the exterior

paint job is fantastic!



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We have surveyed customers on behalf of Fresh Coat Painters of Anderson in Cincinnati, OH; Blue Ash, OH; Batavia, OH; Loveland, OH; Milford, OH; Ft Thomas, KY; Liberty Twp, OH; Mason, OH; Anderson Township, OH; Amelia, OH; and 17 other cities in Kentucky,

Ohio and Indiana.

REVIEW

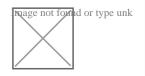
Amanda T. 45208, OH Oct 04, 2018

 $\star$   $\star$   $\star$   $\star$ 

I has a small job of tearing down wall paper in part of my kitchen, repainting the wall, ceiling and paneling. Fred, Business Owner, was very pleasant to work with; however, the worker made a complete mess in my house. Unfortunately, i did not notice most of the issues until after I had paid. He splattered paint on my new countertops and did not clean. He did not cover surfaces or isolate the kitchen properly. A layer of sanding dust coated most of the downstairs and i found paint smears in random places not in the kitchen. The worker also used our tools (sander, scraper, cleaning tools) which i have never had a worker do. I found our bathroom scrubber brush in our front bushes. We also discovered 2 weeks later that he had used our hose and did not turn the water off all the way so it was leaking for 2 weeks. The painting on the paneling is also very poor. Their are smudges and drips and I will have to do touch-up.

Comment from Fresh Coat Painters of Anderson

Thank you Amanda for your feedback. This specific employee is no longer employed with our team. He has failed to live up to our standards and your review solidifies our decision to let this individual go. I have reached out to you directly but if there is anything else we can do to make up for this mistake please let me know. Again this is not acceptable and I wish I would have known of this issue during the project.



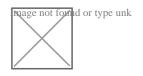
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REVIEW

Dylan K. cincinnati, OH Sep 22, 2018 Fresh Coat of Anderson did an excellent job and not only fulfilled my expectations put surpassed them as well. I am very pleased.



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