

FEEDBACK REPORT *for*

# Marshall Exteriors

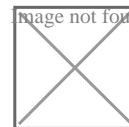
REVIEW

Sandra S.  
NEWARK, NY  
Oct 25, 2021



I FILED A COMPLAINT WITH BBB RE: Marshall-Exteriors. I mistakenly referred to Kim when it should have been stated that I last spoke with Becky on the phone. Consequently, Adam O. said he never head of my most recent contact, and that they had no info re the job they did here because it was too long ago. I recently found a memo re: talking to Becky, so my more current complaints were within the last 3 years...the length of time A-OI said they have been/started recording calls. This would indicate that my info would be 'on file' and he should have known, had he reviewed tapes, that they had indeed visited my house in the recent past. A-OI obviously did not look for records of calls from me during Covid even tho I told him of the calls, the visit for which there was no follow-up prior to his last trip to my house. If he does work for you, and you don't need to call him back, you figure he is an honest contrator. If you have problems with his work, and he turns his back on following through correcting them for goodness sake let people know. Take the time to contact the BBB. I am a disabled, elderly, female, and I contacted them. Originally, I agreed to his repeat 'water test', but will be contacting BBB again since finding the memo which indicates my last contacts/complaints were within the past 3 years. NOTE: I HAD TO PUT IN a WORK COMPLETED DATE IN ORDER TO HAVE THIS REVIEW PUBLISHED.

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171 West Shore Blvd  
Newark , NY 14513  
(315) 331-6462  
marshallexteriorsny.com

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Marshall Exteriors in Newark, NY; Geneva, NY; Marion, NY; Palmyra, NY; Clifton Springs, NY; Ontario, NY; Shortsville, NY; Farmington, NY; Macedon, NY; Phelps, NY; and 11 other cities in New York.

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REVIEW

Scott R.  
Hilton, NY  
May 24, 2018



I do not normally allow contractors to my home to do work. I really felt comfortable and knew the job would be done right.

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REVIEW

Jim K.  
Clyde, NY  
May 12, 2018



Very easy Company to work with, and complete any project that is needed.

**GUILDMEMBER SINCE 2018**

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REVIEW

Joyce P.  
Clifton Springs, NY  
Apr 23, 2018



I think they did a great job. I am looking forward to working with again in the future.

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REVIEW

Cindy Y.  
Macedon, NY  
Apr 20, 2018



I don't think that anyone would ever be disappointed with Marshall Exteriors! They had exceeded all of my expectations with the quality of materials, professionalism, and the service that the staff had provided me.

REVIEW

Pat C.  
Albion, NY  
Apr 20, 2018



Marshall Exteriors is professional. I like Tony, Chad, and Joe. They were professional, courteous, and did the job the way they were supposed to. They were supposed to be here at 9:00 and were here at 8:30. If they treat others the way they treated me then they won't have any problems.