

FEEDBACK REPORT for
Quality Exteriors

2024 E 32nd St
Joplin , MO 64804
(417) 625-1314

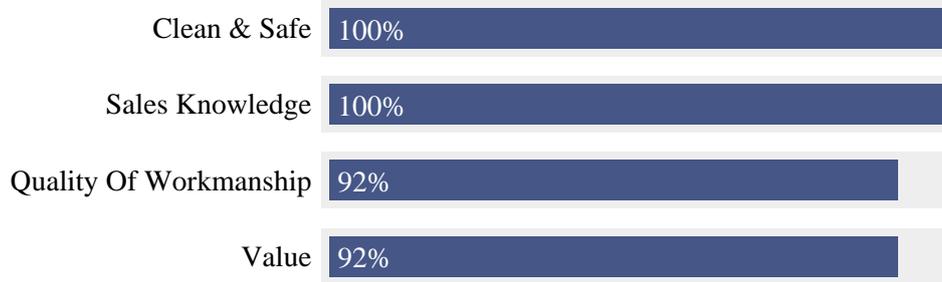
GUILDMEMBER SINCE 2014

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

We have surveyed customers on behalf of Quality Exteriors in Joplin, MO; Baxter Springs, KS; Fort Scott, KS; Carthage, MO; Webb City, MO; Carl Junction, MO; Racine, MO; Columbus, KS; North Miami, OK; Sarcoxie, MO; and 4 other cities in Oklahoma, Kansas and Texas.

Customer Feedback Summary

Of 29 surveys sent, 12 were responded to



Recent Reviews & Published Comments

REVIEW

Mr R.
Borger, TX
Dec 22, 2015
★★★★★

Very please with everything they have done.

REVIEW

Mr H.
Pampa, TX
Dec 04, 2015
★★★★★

The installer, Daniel, did really good work. He was very professional. I'd recommend him for anything.

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REVIEW

Lindsay M.
Fort Scott, KS
Aug 26, 2014



I was extremely pleased and impressed with the most of the work that Quality Exteriors performed in remodeling my home including replacement doors and windows, all new wood trim on the interior and wrapping all of the windows and doors on the exterior. It is all beautiful. We had issues with the spacing and handles on the storm doors, but those issues were rectified after I made several calls to the manufacturer because Quality would not respond to my calls, texts or emails. I ordered all bronze hardware and the hinges on the entry doors came bright brass, which were going to be replaced but I never received. Foremost, they did not complete the remaining work of soffit and fascia for which we had a signed contract. I was told they were too busy at this point working in another town that had a storm. I am now left with searching for a whole new contractor and getting new bids.

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COMMENT

Additional Comment
Aug 04, 2014

I would like to recognize "Jordan" for his exceptional service.

COMMENT

Additional Comment
Aug 04, 2014

I was most satisfied with Quality Exteriors installation crew.

COMMENT

Additional Comment
Jul 29, 2014

I was happy with my salesperson.

COMMENT

Additional Comment
Jul 29, 2014

We like the doors very well.

COMMENT

Additional Comment
Jul 29, 2014

I was most satisfied with the appearance of the product.

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COMMENT
Additional Comment
Jul 29, 2014

I was most satisfied with the completed look on what they did do.

COMMENT
Additional Comment
Jul 28, 2014

They went above and beyond and I am really pleased.

COMMENT
Additional Comment
Jul 28, 2014

Sammy Burke is super nice. The two installers, Scott and Jordan, were nice and easy to get along with.

COMMENT
Additional Comment
Jul 28, 2014

I was most satisfied with the look of the siding and the windows. The detail work has really impressed me. They guys were also very knowable and friendly. They went above and beyond what I expected. It is super.

COMMENT
Additional Comment
Jul 25, 2014

I'd like to recognize John, the son, that did the installation. He was very professional and did a good job.

COMMENT
Additional Comment
Jul 25, 2014

I was satisfied with the sales job up front. The owner was very good with that. The installation by his son was very good as well.

REVIEW
Jim C.
Carthage, MO
Jul 25, 2014
★★★★★

The sale by the owner of Quality Exteriors in Joplin was very good. The delivery time was ok from what was originally promised. The installation crew which included the owner's son and another fellow was very good. The owner, for whatever reason, refused to return my phone calls for three or four months regarding a screen he said would only take two weeks to be delivered. I don't expect to hear from him because it's been two years now. The girls in the office, though, were very good.

COMMENT
Additional Comment
Jul 22, 2014

SAM BURKE AN HIS CREW

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COMMENT

Additional Comment
Jul 22, 2014

The entire process, from ordering to installation, was smooth and without complications.

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