

FEEDBACK REPORT *for*

Rainbow International

100 Kaminer Way Parkway
Columbia , SC 29210
(803) 781-5557

REVIEW

S.G.

Jun 06, 2024



We couldn't have asked for a better outcome when they showed up at the door. They were very professional, and personable and did an excellent job.

REVIEW

Maurice E.

GURNEE, IL

Feb 07, 2024



All personnel on the crew were kind, professional, courteous and worked together to meet my needs.

REVIEW

Ronnie A.

CHARLOTTE, NC

May 09, 2023



They did a thorough job in cleaning the damage that was caused by the fire that occurred in my home. They packaged everything and maintained close communication with me throughout the whole process.

REVIEW

Beverlee S.

Columbia, SC

Jan 18, 2023



I had no idea what a pack out was. But from my first phone call from Rainbow International I felt comfortable having them do whatever it was they were going to do. I can only say they exceeded my expectations by volumes. I now know what a pack out is and should I ever have to go thru what I did to put me in contact with Rainbow International, they are my first call. Job well done,, very friendly and very professional. Handled my furniture like it eD s precious metal. Thank you Rainbow International.

REVIEW

BETTY H.

JOHNSONVILLE, SC

Feb 22, 2021



They were very professional and polite. I would recommend them to anyone.

REVIEW

John M.

ANNAPOLIS, MD

Nov 13, 2020



Rainbow was extremely efficient, friendly, honest, and hardworking. John Haas was particularly helpful throughout our association.

GUILDMEMBER SINCE 2015

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

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Aaron W.
CHESTER, VA
Jul 09, 2020



Rainbow International help us out in a nightmare of a disaster. Our ceiling collapsed due to no known cause. The family was safe, but our nerves were a mess. When Jordan got his crew out, they amazed us at how quick and clean they got the room. I work in an industry where we have to refer customers for damage from soot, and I asked for a card so I could assist my customers. Thank you for rescuing us from this nightmare!

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REVIEW

Robert M.
FLORENCE, SC
May 15, 2020



Lock your bathrooms so their employees can't use them. They defecated in my toilets with the water shut off so the toilets couldn't flush, and just left it.

REVIEW

Sarah F.
KINGSTREE, SC
Apr 01, 2020



they was thoughtful and well complete and understanding

REVIEW

Christiane B.
MIDLOTHIAN, VA
Feb 28, 2020



A FEW ITEMS STILL MISSING NOT COMPLETED AT THIS TIME

REVIEW

WILLIAM C.
SALTERS, SC
Jul 30, 2019



Results vary

REVIEW

DEBORAH E.
GLEN BURNIE, MD
Jun 07, 2019



They were very courteous, on time, and took care of everything. I didn't have to do anything.

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ROBERT H.
STEVENSVILLE, MD
Jun 06, 2019



They came back to clean up when they said they would. They showed up on time and took the fans back out.

REVIEW

Cindy B.
Lexington, SC
Apr 27, 2019



They did a good job, their employees were very helpful and friendly.

REVIEW

John M.
Annapolis, MD
Nov 17, 2018



Rainbow's service was very profession and at the same time gave us a personal touch.

REVIEW

Jo B.
Indianola, IL
Oct 25, 2018



You couldn't do any better than have these people that come into your home and treat it and you with kindness, respect, and care.

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Russell B.
North Chesterfield, VA
Sep 20, 2018



I am very disappointed in Rainbow Int. If I had known this was going to be such a long and stressful deal I most definitely would have called someone else. I had water damage to my kitchen floor and Rainbow Int. was sent out by my insurance company (not my call). The young man showed up and set up his dehumidifier and fans. Then he left. I had to call them several times to try to get the drying of the floor finished and the equipment removed. I finally told them I was putting it out on the front porch. The four pieces of equipment were too big for my kitchen. OK, so this took about 3 weeks. Then the real fun started, dealing with the construction end of the company. The water mitigation was started on June 8, 2018, 1/2 of my kitchen floor is still torn up and has staples sticking up (can't walk around without shoes, and keep tripping on the flooring corners that are sticking up). Today is Sept 20, 2018, almost 3 1/2 months and construction hasn't even begun yet. I will never let Rainbow International near my home again, I will hire my own people. Don't recommend them to my worst enemy.

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REVIEW

Patsy M.
Florence, SC
Aug 27, 2018



Needs to improve on what employees do while unsupervised ! Labeling of essentials needs to improve ! Things out of the kitchen were not labeled as kitchen but bedroom one or living room that were needed !

REVIEW

Regina S.
Northbrook, IL
Aug 16, 2018



Everything that was supposed to happen, happened when it was supposed to.

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Max C.

Longs, SC

Aug 10, 2018



The first employee that showed up at our house, July 13th, was very courteous and hard working but he said that he did not have the authority to remove the wet carpeting(as stated by Allstate Insurance) and it stayed on our floor until 2 employees finally showed up on Tuesday, July 17th. They worked very hard and removed the carpet and dried the cement underneath. During that time we had very wet carpet and a horrible odor.

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REVIEW

Dean M.

Raleigh, NC

Aug 09, 2018



These guys know their stuff. They were timely, knowledgeable, and went above and beyond to make sure my bathroom and kitchen ceiling was nice and dry before work could be done to repair my water damage.

REVIEW

Melvin H.

Sneads Ferry, NC

Jul 10, 2018



The first rep was supposedly fired after the first month. Everyone was friendly and courteous -- the subcontractors were uniformly incompetent. The flooring place lied about the quality of wood we ordered and then installed it terribly. The plumbing was put back improperly and caused a new floor replacement. The electrician didn't insulate his work on the kitchen island. The painters missed many spots. The hero was a man named Marsh--competent , prompt, and friendly.

REVIEW

Susan F.

Lake Villa, IL

May 10, 2018



They were courteous, reliable and had good quality work.

REVIEW

Francena B.

Mullins, SC

May 07, 2018



The workman went above and beyond to make sure we had great prices.

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REVIEW

John M.
Annapolis, MD
Feb 09, 2018



Everyone at Rainbow was professional, knew their job, communicated very well, and performed to our satisfaction.

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REVIEW

David G.
Columbia, MD
Nov 15, 2017



In my case, I had a hot water heater leak, the crew came in and removed the wet carpet and padding, then the hardwood flooring in the hallway, but in doing so caused damage to the walls. Now, the adjuster did credit me for replacing the flooring and painting the walls, however by the time my deductible and depreciation was subtracted I barely had enough left over for carpet. Now I have to repair the damage on the wall on my own dime. I would like to see the crews take a little bit more care in removing things as to not cause any unnecessary damage.

REVIEW

Donna M.
Lillington, NC
Nov 09, 2017



Very poor service.

REVIEW

Bonnie H.
Whiteville, NC
Oct 06, 2017



They got here really fast when they were called.

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REVIEW

Nicholas B.
North Chesterfield, VA
Sep 13, 2017



While Rainbow International does perform certain duties as expected, their communication with their clients leaves something to be desired. The people I spoke with were kind and understood my issues with what I was requesting, but the fact still stands that they did not perform the duties as they had said and it took a long time for them to actually do the duties to my satisfaction.

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REVIEW

Gerald R.
Florence, SC
Jul 06, 2017



We were thoroughly pleased with them. They are professional, courteous, did what they said and kept us advised on what was going on. I would recommend them to anyone.