FEEDBACK REPORT for Go Green Express Home Services

REVIEW

Gloria BREWSTER, NY Oct 02, 2018

REVIEW

Jim R. FISHKILL, NY Sep 18, 2018

REVIEW

Dave L. GREENWOOD LAKE, NY Sep 17, 2018

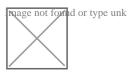
COMMENT

Additional Comment Sep 17, 2018 Go Green Express has a knowledgeable and personable staff. AND they are reasonably priced!

I am very happy with my choice to use Go Green Express. They provided a good value and did a great job with the installation and stood behind it.

After a major sales pitch by Go Green, who guaranteed both our happiness with the Fujitsu product and positive cure for my humidity problem, we invested in a Fujitsu AC/Heat/ Dehumidifier wall mount system. After installation, the system failed horribly in any attempt to de humidify my home, and effectively cool one of the bedrooms. Go Green eventually returned to remove one of the useless wall units from the basement to a different upstairs room. The 7000 btu unit in our bedroom is very ineffective for cooling and removing the humidity that we were guaranteed to be happy with. In addition, all of our complaint calls to Go Green's office have been initiated by us. Unfortunately, our issues are still unresolved by Go Green who seem to be avoiding us in both repairing the problem(s) with other resolutions that necessitated that generated our buying the Fujitsu product in the first place.

the electrician who performed the service (don't recall his name)



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GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Go Green Express Home Services relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Go Green Express Home Services in Newburgh, NY; New Windsor, NY; Poughkeepsie, NY; Fishkill, NY; Wappingers Fall, NY; Hopewell Jct, NY; Brewster, NY; Kingston, NY; Warwick, NY; Middletown, NY; and 48 other cities in New York.

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COMMENT

Additional Comment Sep 14, 2018

COMMENT Additional Comment

Sep 13, 2018

COMMENT Additional Comment Sep 13, 2018

REVIEW

Miguel NEWBURGH, NY Sep 13, 2018

COMMENT

Additional Comment Sep 11, 2018

REVIEW

Dottie NEWBURGH, NY Sep 11, 2018 Their communication was excellent at Go Green Express Home Services.

None

Knowledge

Great company / you get what you paid for

Every one who has performed work or services at our residence

None

When system was installed work was professionally performed. Area was left spotless

I think Richard is a very valuable professional. It was always reassuring when he was on the case.

I would like to recognize Brian O.

I was most satisfied that they were prompt and right on schedule. it made it convenient.

They are absolutely professional and I enjoy it when the Sales people come.



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COMMENT

Additional Comment Sep 11, 2018

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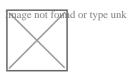
COMMENT

Additional Comment Sep 11, 2018 New furnace installation crew.

Providing more information about new furnaces and available options.

Exceptional organization skills and workmanship of new furnace installation crew. Help with project aspects from Office Manager, Patty.

Amazing service and very friendly staff.



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