

# Rhino Shield of New England



## Customer Feedback Summary

*Of 408 customers surveyed, 292 responded*



95 Church Street - Suite 4A  
Pembroke , MA 02359  
(888) 907-4466  
[www.gorhinoshield.com](http://www.gorhinoshield.com)

### GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Rhino Shield of New England relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Rhino Shield of New England in Beverly, MA; Arlington, MA; Wellesley, MA; Newton, MA; Marlborough, MA; Braintree, MA; Medford, MA; Wilmington, MA; West Roxbury, MA; Peabody, MA; and 240 other cities in Massachusetts, Connecticut, New Hampshire, Maine, New Jersey, and 1 other state.

## Recent Reviews & Published Comments

# CUSTOMER FEEDBACK REPORT *for* Rhino Shield of New England



## REVIEW

Paul S.  
Fiskdale, MA  
Apr 12, 2021



Our house looked great when they finished painting, but five years later it looked no different than any other paint I used in the past. Large chunks flaked off, and fading, cracking and peeling was occurring throughout. Customer service had a prepared canned answer before even arriving to inspect the defects. How many customers actually had a Rhino Shield paint job last 25 years? None that I ever came across. How many negative reviews have they allowed to be posted on their site? Also, none. It's your money, if you want to trust Rhino Shield because of their false claims, go for it. If you want to see real life results of the product, you're welcome to take a look at my house.

## COMMENT

Additional Comment  
Jun 01, 2016

I am very pleased.

## COMMENT

Additional Comment  
Jun 01, 2016

Warm, knowledgeable about the product and various projects.

## COMMENT

Additional Comment  
Jun 01, 2016

Very pleased.

## COMMENT

Additional Comment  
May 31, 2016

I was considering vinyl siding and when they came out to look at my house they ensured my house would be fine painted and it looks great.

## COMMENT

Additional Comment  
May 31, 2016

I was satisfied with the entire job, the workmanship and the crew.

## COMMENT

Additional Comment  
May 31, 2016

Elias and his crew were absolutely incredible! They by far surpassed my expectations for professionalism, work quality, and clarity of communication!

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# CUSTOMER FEEDBACK REPORT *for* Rhino Shield of New England



## REVIEW

J.B.A.  
Lynn, MA  
May 31, 2016



Elias and his crew were absolutely incredible! They by far surpassed my expectations for professionalism, work quality, and clarity of communication!

## COMMENT

Additional Comment  
May 31, 2016

There were some rough spots with rotting along the roof line and I was concerned about how it would be handled. The carpentry was promptly estimated, the materials as well, and everything was completed lightning fast at a reasonable price.

## REVIEW

Jack C.  
Arlington, MA  
May 31, 2016



I was very happy and impressed with the way they went about their work. They were very hard working.

## REVIEW

Pamela D.  
Peabody, MA  
May 27, 2016



The workers at Rhino Shield Northeast, were very professional and pleasant to work with! They were very prompt and they did a fantastic job!

## REVIEW

Valerie T.  
Coventry, CT  
May 27, 2016



The Rhino Shield experience was awesome. My drab looking little house is now a bright yellow beautiful little cottage that looks great! Thank you for a very easy process from start to finish!

## REVIEW

W.E.K.  
Groton, MA  
May 27, 2016



Fantastic Job! The house looks so nice that it should be on a brochure. The crew was extremely professional and completed the job in just one week! Plus I have the peace of knowing we will never have to paint again. RhinoShield definitely increased the value of our home!

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## REVIEW

Sandy F.  
Peabody, MA  
Sep 18, 2015



I emailed pictures of the work site with all the damaged plants. The work was done very, very quickly and now there are bubbles and peeling of the paint. I emailed again but never got a response from you. They spent less than two days on the job and it was a man and his father and mother.

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## REVIEW

Chris M.  
Methuen, MA  
Sep 15, 2015



Blown away by the work of everyone at Rhino Shield!!! What a job they did professional ,neat, and done in three days. The crew I had was unbelievable!! The house should be in a magazine they did so well. Would highly recommend to anyone looking to add value to their home. Thanks Rhino Shield for a great experience.

Comment from Rhino Shield of New England

We appreciate the kind words and taking the time to respond! - Team Rhino

## COMMENT

Additional Comment  
Sep 15, 2015

Would highly recommend to anyone who is willing to pay a little extra but receive a big return

## COMMENT

Additional Comment  
Sep 06, 2015

The techniques and procedures used resulted in a very nice overall appearance of the house.

## COMMENT

Additional Comment  
Aug 18, 2015

The applicators team. They were terrific.

## COMMENT

Additional Comment  
Aug 12, 2015

I am extremely satisfied with the entire experience from the initial contact, presentation, and installation. They were open,honest and very informative about what to expect & everything went accordingly.

## COMMENT

Additional Comment  
Aug 12, 2015

The entire team provided exceptional service albeit on site or office staff. The job was impeccably done and communication via email was always timely.

# CUSTOMER FEEDBACK REPORT *for* Rhino Shield of New England



## REVIEW

Charles N.  
West Yarmouth, MA  
Aug 11, 2015



Rhino Shield Northeast has a crew of 8-10 people who are young, energetic, and pleasant to have work on my property. They were especially happy to paint my house because we live in Cape Cod, Massachusetts and our home is colonial blue. They were really excited about the project and had a lot of joy when doing their work.

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## COMMENT

Additional Comment  
Aug 11, 2015

Everyone has a hard work ethic. They are strong, young, and willing to work. They are willing to go up and down ladders. They are impressive. I like the way the worked as a team.

## COMMENT

Additional Comment  
Aug 11, 2015

I would like to recognize the foreman of the painting crew, Fabiano. He did a great job managing the crew. He is very professional on the phone.

## REVIEW

Molly T.  
Nashua, NH  
Jul 31, 2015



My house looks beautiful and the quality of the application was phenomenal. The staff that performed the work and sold the product were very professional.

## REVIEW

Edward M.  
Ridgefield, CT  
Jul 24, 2015



Steve left out many negatives and totally misrepresented the warranty.

## REVIEW

Lyman Y.  
Quincy, MA  
Jun 02, 2015



Before final walk through I pointed out things that needed to be touch up to painter. He said ok. As I walked around with Fabiano some of the painters were cleaning up and some were still painting. I signed the agreement after we walked around think that the painters had not done the touch up. The next day I checked and saw they didn't. I had called Fabiano and did not get a call back.

CUSTOMER FEEDBACK REPORT *for*  
**Rhino Shield of New England**



REVIEW

Peter S.  
Arlington, MA  
Jun 02, 2015



Administratively as sound as their craftsmanship!  
They call you/email you very promptly, unlike many  
other contracting businesses per past experience.

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REVIEW

Richard R.  
Wethersfield, CT  
May 31, 2015



We are very satisfied. If anything occurs in the future  
I have every reason to believe that Rhino Shield  
Northeast would take care of the issue with due speed  
and the care that they've already demonstrated. If  
anyone would ask about the job? "I'd say come on  
over and take a look and see it for yourself."

**GUILDMEMBER SINCE 2011**

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REVIEW

Dan V.  
Peabody, MA  
Oct 13, 2014



Rhino Shield is a great to work with. One has to  
realize that they are professional and they do not  
skimp on their products. If wood is rotten, it will need  
to be replaced. There are a lot of steps involved.

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REVIEW

Cathy C.  
Norwalk, CT  
Oct 03, 2014



great hard working crew and helpful office team . ..  
the final appearance of the color and paint look was  
good. .if the appearance holds-up for as long as  
expected it is worth the investment