

## CUSTOMER FEEDBACK REPORT *for* Mr. Roof Nashville



### REVIEW

Roger B.  
Nashville, TN  
Oct 21, 2018



My ceiling was damaged during the replacement of my roof. The repair was \$425.00 they would only allow \$250.00. The balance was out of my pocket.

### REVIEW

Kerry R.  
Columbia, TN  
Oct 11, 2018



They were late.....

### REVIEW

Keith M.  
Brentwood, TN  
Oct 01, 2018



I had no problems and I loved what they did.

### REVIEW

Saimir D.  
Nashville, TN  
Sep 19, 2018



If you go with Mr. Roof, make sure to find someone else - not Kyle or Ryan. I don't know why they have their phone in their pocket because they don't answer.

### REVIEW

Brittany B.  
Franklin, TN  
Sep 04, 2018



Everything went pretty smoothly.

### REVIEW

Melissa S.  
Goodlettsville, TN  
Aug 30, 2018



They do poor work.

### REVIEW

Earl S.  
Nashville, TN  
Aug 15, 2018



They did a fine job on the windows.

3536 Central Pike  
Hermitage , TN 37076  
(615) 208-3245  
[www.mrroof.com/nashville](http://www.mrroof.com/nashville)

### GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, Mr. Roof Nashville relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Mr. Roof Nashville in Nashville, TN; Antioch, TN; Hermitage, TN; Franklin, TN; Madison, TN; Murfreesboro, TN; Goodlettsville, TN; Lebanon, TN; Mt. Juliet, TN; Hendersonville, TN; and 64 other cities in Tennessee, Ohio and Mississippi.

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### REVIEW

Angel P.  
Clarksville, TN  
Aug 08, 2018



Excellent service by a very professional company.

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### REVIEW

Freddie E.  
Whites Creek, TN  
Aug 04, 2018



Overall great job!

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### REVIEW

Kyna M.  
Antioch, TN  
Aug 04, 2018



I was pleased with the work.

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### REVIEW

Kasha B.  
Portland, TN  
Jul 09, 2018



The day before the scheduled install date, I received a call from the salesman saying that many of the things that we had agreed to and I signed a contract for were not available to me, such as the 50 year warranty, the guarantee that my utility costs would go down by 20% etc. The salesman should have known what was available for each type of install and house type. I also had troubles with getting the reduced price that we had agreed to because of the changes to the contract. I repeatedly got statements showing the original price for several weeks after the install was done.

### REVIEW

Austin S.  
Nashville, TN  
Jul 09, 2018



Justin was super helpful from start to finish. He really went the extra mile to deliver quality work!

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### REVIEW

Nate K.  
Nashville, TN  
May 30, 2018



They were very professional and used good quality materials.

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### REVIEW

Heather M.  
Gallatin, TN  
May 30, 2018



We had a great experience, they were very professional. Everything went as expected.

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### REVIEW

Fannie B.  
Nashville, TN  
May 30, 2018



Brandon is the greatest, he helped us get it financed and walked us through the whole thing. He is great.

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### REVIEW

Stan G.  
Franklin, TN  
May 25, 2018



We were very happy with the work done to remove our old roof and install the new one. The entire process was performed as promised and at a reasonable price.

### REVIEW

Steve S.  
Nashville, TN  
Apr 26, 2018



I was lied to and misled regarding warranty by salesman

### REVIEW

Michael B.  
Nashville, TN  
Apr 23, 2018



Good job on roof, unsatisfactory job on windows!!

### REVIEW

Dan G.  
Hendersonville, TN  
Mar 06, 2018



Mr. DeHart was professional and courteous and my roofing job was at a good price and done on time.

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### REVIEW

Rajman N.  
Brentwood, TN  
Feb 11, 2018



I would not recommend Mr. Roof as they caused a damage to my ceiling while repairing the roof and were non-communicative and did not want to repair the damage caused.

### REVIEW

Melvin B.  
Joelton, TN  
Jan 30, 2018



We had a peculiar gutter shape for a deck and they figured it out.

### REVIEW

Dan M.  
Nashville, TN  
Jan 29, 2018



They did a great job.

### REVIEW

James F.  
Antioch, TN  
Jan 29, 2018



Mr. Roof did a good job. They were honest with me about stuff and I am satisfied with the work that they did.

### REVIEW

Constance H.  
Nashville, TN  
Jan 02, 2018



It was a good job. I liked it.

### REVIEW

Jackie P.  
Murfreesboro, TN  
Dec 23, 2017



Great service the best around!

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### REVIEW

Katie F.  
Nashville, TN  
Nov 29, 2017  
★★★★★

Mr. Roof was very professional and kind through the roofing process. As a female, they made me feel comfortable and knowledgeable and never once spoke down to me. They were on-time to their appointments and never tried to take advantage of me. I have suggested Mr. Roof to my neighbors and friends and each one decided to use Mr. Roof and had the exact same positive experience as I did. I would highly recommend Mr. Roof, every single time!

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### REVIEW

Nick D.  
Nashville, TN  
Nov 23, 2017  
★★★★★

Although Mr. Roof was friendly, I believe they were just about making a quick sale. I felt that I was lied to about a number of things and I wouldn't trust this company. They also left behind trash and made a big mess in my attic when I specifically asked if I needed to cover my personal belongings in the attic (I was told no, there wouldn't be anything to worry about).

### REVIEW

Randy N.  
Old Hickory, TN  
Oct 26, 2017  
★★★★★

Mr. Roof Nashville was very professional, respectful, and punctual. They did good work and I would recommend them!

### REVIEW

Stephanie F.  
Hermitage, TN  
Sep 20, 2017  
★★★★★

They did a good job on my roof.

### REVIEW

Donna O.  
Clarksville, TN  
Sep 06, 2017  
★★★★★

They did really good work. They were quick and I would use them again.