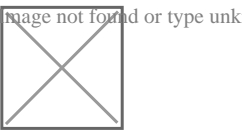
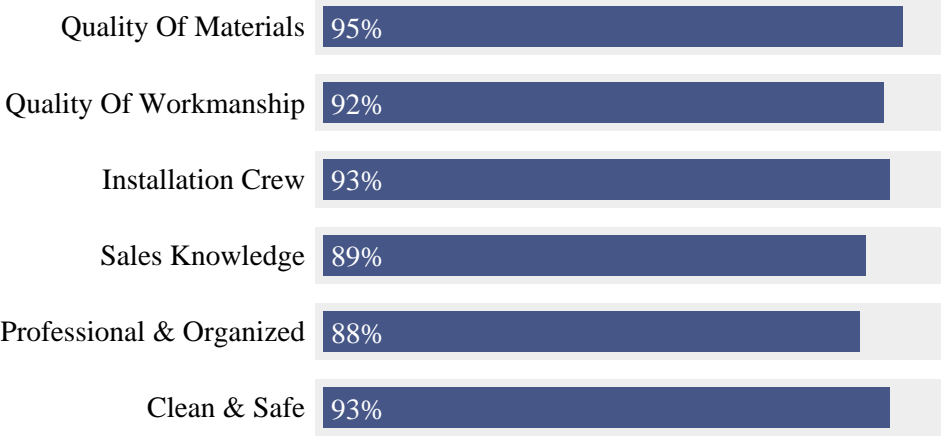


# Owens Corning Basement Finishing System

## Customer Feedback Summary

*Of 2,456 surveys sent, 1,358 were responded to*



One Owens Corning Pkwy  
Toledo , OH 43659  
(800) 227-3636  
1800BASEMENT.com

**GUILDMEMBER SINCE 2013**

As a GuildQuality Guildmember, Owens Corning Basement Finishing System relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

- COMMENT  
Additional Comment  
Jan 16, 2018

The workers did a great job leaving my home near and clean at the end of each work day. The job moved along very quickly. I was very happy with the results. Any issues that came up were quickly resolved to my satisfaction.
- COMMENT  
Additional Comment  
Oct 04, 2017

They were great and I couldn't have asked for a better company. They became part of our family and we still talk to them.
- COMMENT  
Additional Comment  
Oct 04, 2017

I was most satisfied with the whole entire project.
- COMMENT  
Additional Comment  
Jun 17, 2017

the crew that came to my home.
- COMMENT  
Additional Comment  
May 02, 2017

I would like to recognize Jose Hernandez for his exceptional service.
- COMMENT  
Additional Comment  
May 02, 2017

I was most satisfied with the installer and supervisor for their dedication to their work and delivering quality workmanship.

## FEEDBACK REPORT *for* Owens Corning Basement Finishing System



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|   |  |
|---|--|
| COMMENT<br>Additional Comment<br>Apr 29, 2017 | I would like to recognize the workers.   |
| COMMENT<br>Additional Comment<br>Apr 29, 2017 | I am most satisfied that the work was prompt and the quality of the work.  |
| COMMENT<br>Additional Comment<br>Apr 17, 2017 | Our contractor Gordon Holiday was incredible. His work was exceptional. He always communicated clearly and gave great suggestions  |
| COMMENT<br>Additional Comment<br>Apr 17, 2017 | I was most satisfied with the overall look and quality of the work that was done here, and the appeal.   |
| COMMENT<br>Additional Comment<br>Apr 12, 2017 | I would like to recognize the installer for his exceptional service. He came from over an hour away and was very punctual every morning.                                   |
| COMMENT<br>Additional Comment<br>Apr 12, 2017 | I was most satisfied in all areas of the job.  |
| COMMENT<br>Additional Comment<br>Apr 11, 2017 | They were very professional. They came in and out of the house unnoticed. They were reliable and we knew they would always lock up when they were done. Tim was excellent! |
| COMMENT<br>Additional Comment<br>Apr 11, 2017 | That was very good!  |
| COMMENT<br>Additional Comment<br>Apr 10, 2017 | They did a great job and the room is very nice. I'm enjoying it!   |
| COMMENT<br>Additional Comment<br>Apr 07, 2017 | The materials make the basement look great. The workers were polite and efficient.   |
| COMMENT<br>Additional Comment<br>Apr 04, 2017 | The crew was very good. They were knowledgeable and helpful. The installation was fast and relatively painless.  |

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- COMMENT  
Additional Comment  
Apr 04, 2017  
The whole experience was easy, well explained, and worth the time and money.
- COMMENT  
Additional Comment  
Jan 06, 2017  
Everybody was so professional from day one and the installers were more than I expected. I was also very satisfied with the finished product. The building inspector was amazed by the work that was done.
- COMMENT  
Additional Comment  
Nov 04, 2016  
I was most satisfied with the salesperson and the installation crew.
- COMMENT  
Additional Comment  
Oct 26, 2016  
This was an 80 year old basement that was very challenging. The construction crew was very clever in working through these challenges and took pride in their work. We are very pleased with the end results. If we had it to do all over again we would.
- COMMENT  
Additional Comment  
Oct 19, 2016  
Our room was completed ahead of time. We were very satisfied with the end result. Our project manager was very visible, most responsive, and always helpful when needed!
- COMMENT  
Additional Comment  
Oct 18, 2016  
They exceeded my expectation, I didn't think the basement would turn out the way it did. I was very pleased with the installer. He educated me and my wife in everything we had to do.
- COMMENT  
Additional Comment  
Oct 18, 2016  
I was most satisfied with the workmanship. My crew was very good and did a good job.
- COMMENT  
Additional Comment  
Oct 06, 2016  
I was satisfied with the timeliness. They stuck to their schedule and the subcontractors were wonderful and really good guys. I was happy with them.

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#### COMMENT

Additional Comment  
Sep 14, 2016

Ralph made it easier to understand and made recommendations for work to be done. I did more than just the basement system. The installers were exceptional.

#### COMMENT

Additional Comment  
Jul 20, 2016

I was very satisfied with the customer service, that goes a long way!

#### COMMENT

Additional Comment  
Jun 30, 2016

I would like to recognize all 3 installers. They knew what they were doing. They were like a well orchestrated clock machine.

#### COMMENT

Additional Comment  
Jun 28, 2016

I was most satisfied with the communication as far as when they were coming and what they were going to be doing that day.

#### COMMENT

Additional Comment  
Jun 17, 2016

The whole crew was exceptional.