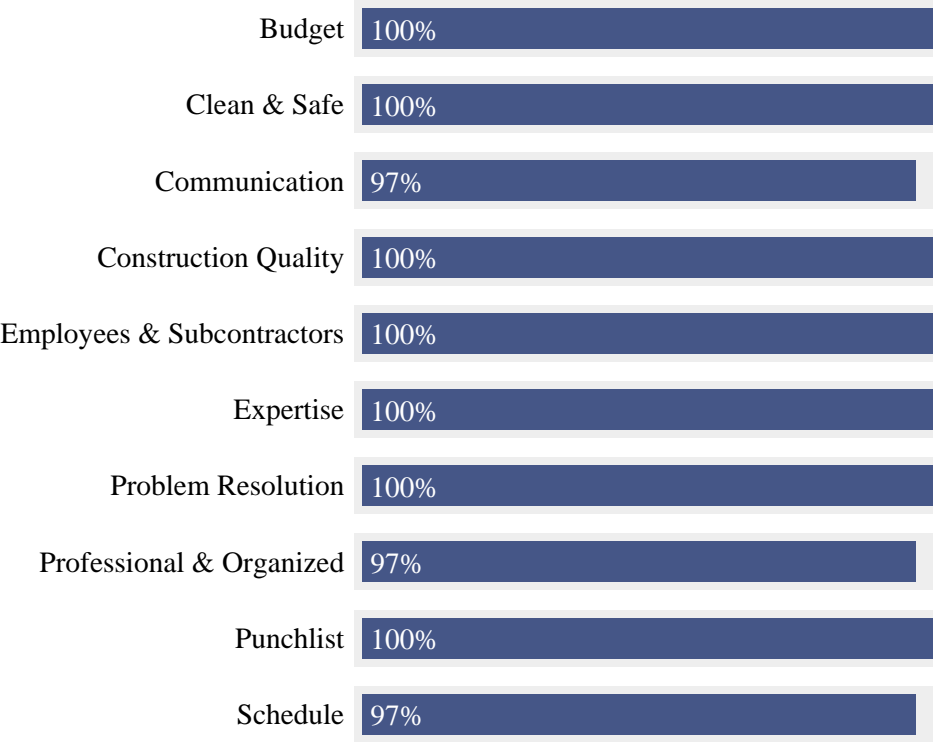




CUSTOMER FEEDBACK REPORT *for* American Exteriors & Masonry

Customer Feedback Summary

Of 96 customers surveyed, 57 responded



26 Fairfax St SE, Suite N
Leesburg , VA 20175
(703) 443-2699

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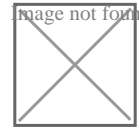
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Recent Reviews & Published Comments

REVIEW
Kenneth S.
Leesburg, VA
Apr 02, 2018
★★★★★

They were a great company and the owner was easy to work with and responsive to questions an concerns.



CUSTOMER FEEDBACK REPORT *for* **American Exteriors & Masonry**

REVIEW

Matthew C.
Ashburn, VA
Apr 01, 2017



Carmen, Daniel and his crew showed up right on time and quickly completed the demo and finished the paver portion of our Patio with Fireplace project the first day. They far exceeded their timeline, even with a few days of inclement weather. They kept me informed of the progress and the finished product is superb. I highly recommend these guys if you are looking to get a top-notch patio and fireplace.

REVIEW

Tolub A.
Falls Church, VA
Feb 07, 2017



I am so glad I went with American Exteriors and Masonry to install a walkway and construct a new deck. The final results are amazing and have had so many compliments on both parts. Dan, our salesman, originally came to our home and worked within our price and guidelines. He was very responsive and professional in the sales presentation, the follow up, and the whole process. When there were some issues that arose, Carmen (the owner) promptly responded to the concerns and let me know what was happening and how to work with me. He showed up on the day of each installation to ensure the crew knew the specifics, and put my wife and me at ease. The end product is incredible! The workmanship and the quality is top notch. We have had so many compliments on the deck and walkway, and truly has made a difference in our house. I will only turn to American Exteriors and Masonry for my outdoor construction and look forward to working with them again!

REVIEW

D.O.D.
Leesburg, VA
Jan 18, 2017



AE was excellent and had quality craftsman who did an excellent job. They go above and beyond with an attention to detail that you don't find often enough these days.

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REVIEW
David A.
Fairfax, VA
Jan 13, 2017
★★★★★

They need better follow through

COMMENT
Additional Comment
Dec 11, 2016

You were truthful about the cost, schedule and cleanup. These things would see to be very basic but many vendors do not handle these areas well at all. Your installers worked very very quickly...unbelievably so. I was impressed.

COMMENT
Additional Comment
Dec 06, 2016

The work was very good.

COMMENT
Additional Comment
Dec 06, 2016

Outstanding quality, service and support Best in this business!

COMMENT
Additional Comment
Dec 06, 2016

They're on-going assistance and guidance even though another not associated contractor delayed the start of Americans build. AE continued to provide guidance and support and they were amazingly flexible. Never encountered this kind of support and flexibility in my life from a services contractor.

COMMENT
Additional Comment
Nov 21, 2016

The quality of the product and installation

COMMENT
Additional Comment
Nov 21, 2016

Definitely recommend.

COMMENT
Additional Comment
Nov 21, 2016

Workmanship -- Danny and his crew were OUTSTANDING! It's like they read my mind!



CUSTOMER FEEDBACK REPORT *for* **American Exteriors & Masonry**

REVIEW

Foley J.
South Riding, VA
Nov 21, 2016



Outstanding Company. I am not one to say that lightly. The crew was courteous, professional and did an outstanding job! The customer service from estimate to after completion has been responsive, flexible, professional and very timely. They arrived on time, worked hard and finished quickly. We would not only recommend them, but we would definitely hire them again.

COMMENT

Additional Comment
Nov 10, 2016

very good with follow-up and keeping on schedule.

REVIEW

Bardos S.
Leesburg, VA
Nov 01, 2016



Great job!

Comment from American Exteriors & Masonry

We thank you for your business and your review.

COMMENT

Additional Comment
Oct 25, 2016

The work was done well, in a timely manner, and for a very good price. We would highly recommend your company to anyone (and have already given your contact info. to a neighbor).

COMMENT

Additional Comment
Oct 25, 2016

We were very happy with the continuous communication that we received throughout every phase of the process.

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REVIEW

Friedman C.
Sterling, VA
Oct 25, 2016



I chose this company because they seemed the most knowledgeable and well-managed of my options, and it was the best decision I've ever made. Nate was invaluable in helping me design and plan my project. and Daniel and his team laid my pavers in record time, turning out a flawless product. Communication was great throughout, people showed up when I was told they would, and I was pleased that Nate personally oversaw the installation. I can't recommend these guys too highly.

Comment from American Exteriors & Masonry

We thank you for your business and your review.

REVIEW

Pierce R.
Ashburn, VA
Oct 24, 2016



They came out on time, and finished an entire day ahead of schedule. All of the work was done really well, and I was impressed throughout the entire process.

Comment from American Exteriors & Masonry

We thank you for your business and your review.

REVIEW

Barbara S.
Alexandria, VA
Oct 22, 2016



American Exteriors and Masonry built a beautiful walkway for me, and installed the same stone on my interior fireplace; they did a great job, and cleaned up the area very well after installation.

Comment from American Exteriors & Masonry

We thank you for your business and your review.

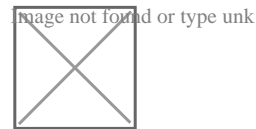
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Masonry**

REVIEW
Fagerli A.
Leesburg, VA
Oct 21, 2016
★★★★★

Very pleased with every aspect of our deck project. Everyone I dealt with acted professionally and followed-through as promised.

Comment from American Exteriors & Masonry
We thank you for your business and your reviews.

COMMENT
Additional Comment
Aug 17, 2016

The crew who did the actual work on the sidewalk was Outstanding!!! The quality of their work is fantastic.

COMMENT
Additional Comment
Aug 17, 2016

Excellent communication on each phase of the project.

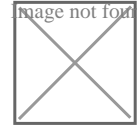
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REVIEW

Kerr J.
Purcellville, VA
Jul 26, 2016



American Exteriors had an unexpected opening in their project schedule and called to ask if we wanted to start right away with ours. We did! We had two sets of 60-year-old, sinking, crumbling, flagstone pathways and steps redone. Ideally, we wanted to be able to reuse the existing flagstone because it added so much character to our home. But, to our chagrin, every other bidder we talked to before contacting American Exteriors wanted to dig up the original flagstone and replace it with pavers or concrete. They seemed reluctant to get into restoring what we already had and more interested in replacing what we had. Nate, our first contact with American Exteriors, was the first person to tell us it would be a shame to replace the flagstone with pavers or concrete because our flagstone was in great shape and of very good quality. That's what we'd been waiting to hear! They started the project on a Monday and were finished by Wednesday. It was obvious the crew was very experienced. They worked together like a well-oiled machine, very professionally, in an efficient and timely manner, and the result is beautiful! We hired the right people for the job!

REVIEW

Erdelyi R.
Leesburg, VA
Jul 22, 2016



I had American-Exterior replace the concrete on my porch and walkway with flagstone. Overall, looks quite nice and was completed in 3 days

REVIEW

Keedy E.
Falls Church, VA
Jul 14, 2016



Carmen and his team were great to work with and we are thrilled with the quality and look of our new patio. We would highly recommend them to anyone.

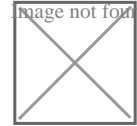
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REVIEW

Thomas A.
Annandale, VA
Jul 11, 2016



I'm very happy with American Exteriors & Masonry and would use them again and recommend them.

REVIEW

Marsallo C.
Oak Hill, VA
Jul 04, 2016



We had a very positive experience American Exteriors and Masonry with all aspects of our front walk project, from the initial presentation of options, ideas, materials, etc., to the project completion. Communication was good throughout and all inquiries were addressed promptly. We are very pleased with the final result and would recommend their services to others.

COMMENT

Additional Comment
Jun 20, 2016

Beginning to end was a great experience.

COMMENT

Additional Comment
Jun 07, 2016

The instillation crew was very efficient and professional, they worked very fast. When Carmen came to present to us he was very knowledge and engaged with us. Both of those aspects stood out.

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