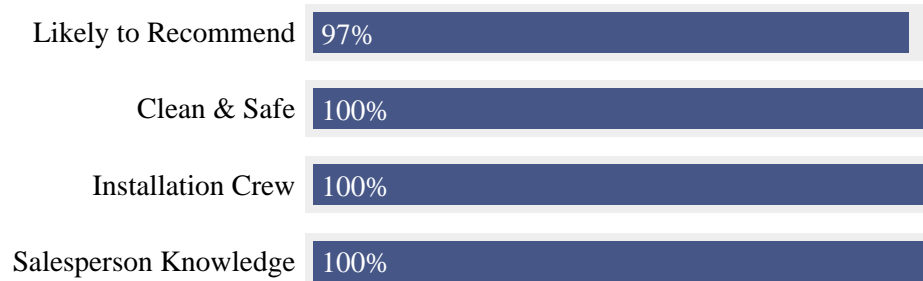


CUSTOMER FEEDBACK REPORT *for*
USA Bath - Home of Bath Planet in Reno



Customer Feedback Summary

Of 591 customers surveyed, 411 responded



5580 Mill Street #900
Reno , NV 89502
(775) 857-4450
www.bathplanet.com/reno

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, USA Bath - Home of Bath Planet in Reno relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of USA Bath - Home of Bath Planet in Reno in Reno, NV; Sparks, NV; Carson City, NV; Fallon, NV; Dayton, NV; Fernley, NV; Sun Valley, NV; Gardnerville, NV; Minden, NV; South Lake Tahoe, CA; and 38 other cities in Nevada, California, Nebraska and Georgia.

In this report, USA Bath - Home of Bath Planet in Reno has published a summary of the customer feedback they've received since they joined GuildQuality in May 2011. In that time, 411 out of 591 customers (70%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2019.

Recent Reviews & Published Comments

REVIEW

Bernie L.
Sparks, NV
Oct 29, 2019



The staff and the installer were very professional and prompt at completing the job. The quality of the product is great.

REVIEW

Dorothy D.
Sparks, NV
Oct 11, 2019



The service and the workers were good. We are happy at the way everything turned out.

REVIEW

T.D.C.
Reno, NV
Oct 04, 2019



USA Bath did an excellent job and was very informative. I would recommend them for any bathtub to shower conversions. I love ours!!

REVIEW

Terry V.
Sparks, NV
Sep 28, 2019



Great experience and beautiful outcome. Troy was amazing. The workmanship was exceptional and it was done in the estimated time we were given. We couldn't be happier!

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REVIEW

Mike M.
Carson City, NV
Sep 26, 2019
★★★★★

Why put up with the endless issues of a tile shower and the never clean grout. Our Carson City house was the second of these master shower renewals in the past few months. Well worth the money, our cleaning ladies approve.

REVIEW

Rodney H.
Spanish Springs, NV
Sep 21, 2019
★★★★★

Everyone that sees the new bath thinks it is beautiful!

REVIEW

Debra M.
Sparks, NV
Sep 20, 2019
★★★★★

From start to finish these folks are awesome!

REVIEW

Barry F.
Sierra City, CA
Sep 20, 2019
★★★★★

We saw the shower display in Home Depot and we were in the middle of updating/remodeling our very old house. Bathroom was on our list so we called to see about getting it done. Winter and some medical issues happened and we live in the mountains so we had to wait for things to thaw out but now that it's finished we love it.

REVIEW

Steven D.
Fallon, NV
Mar 18, 2019
★★★★★

The salesmanship was outstanding. The workmanship was top-notch. The people were professional. It was all excellent.

REVIEW

Dale S.
Sparks, NV
Mar 05, 2019
★★★★★

They did a wonderful job. I just do not like the final product. It just does not look like what I ordered.

CUSTOMER FEEDBACK REPORT *for*
USA Bath - Home of Bath Planet in Reno



REVIEW

Ron S.
Sparks, NV
Nov 12, 2018



I have already recommended USA Bath. Ron

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REVIEW

Derek M.
Reno, NV
Oct 21, 2018



Love my new bathroom. USA Bath was great.

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COMMENT

Additional Comment
Aug 08, 2018

I would recognize Cirby the installer for his exceptional service.

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COMMENT

Additional Comment
Aug 08, 2018

Nothing to improve, everything was covered really well during the planning process. Karen and Cirby were great and did their job exceptionally well.

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COMMENT

Additional Comment
Aug 08, 2018

I was most satisfied with the planning and installation.

REVIEW

Tom T.
Gardnerville, NV
Aug 08, 2018



The installer was fantastic; he worked around several problems and it really came out well. I'm very happy with the installation and the materials are a really good quality with no problems whatsoever.

Comment from USA Bath - Home of Bath Planet in Reno
Thank you for your trust. We are happy we were able to exceed your expectations! Enjoy your new bathroom!!!!

COMMENT

Additional Comment
Aug 08, 2018

I'll use them again and they're doing a good job.

CUSTOMER FEEDBACK REPORT *for*
USA Bath - Home of Bath Planet in Reno



COMMENT
Additional Comment
Jul 29, 2018

The work was completed ahead of time. I asked Troy to install some towel bars and shelves and it was not a problem. He fully explained how to maintain the shower and the warranty.

COMMENT
Additional Comment
Jul 12, 2018

Quality of the work, plus everything was done as promised. Very satisfied.

REVIEW
Elisa H.
Carson City, NV
Jul 11, 2018



They were very professional and very polite. They explained everything thoroughly.

COMMENT
Additional Comment
Jul 10, 2018

I would like to recognize the manager of the USA bath store for his exceptional service. He came out and checked everything for me very promptly.

COMMENT
Additional Comment
Jul 10, 2018

I was most satisfied with their efficiency.

COMMENT
Additional Comment
Jul 10, 2018

I would like to recognize Chuck and the installer (Cirby) for their exceptional service. I had Cirby for two of my installs. He was very helpful.

COMMENT
Additional Comment
Jul 10, 2018

I was satisfied overall with the whole experience. It was great.

REVIEW
Teresa M.
Sparks, NV
Jul 10, 2018



Very happy.

Comment from USA Bath - Home of Bath Planet in Reno
We are happy when you are happy :-)

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USA Bath - Home of Bath Planet in Reno



REVIEW

Jim G.
Dayton, NV
Jul 10, 2018
★★★★★

We have had both of our bathrooms done by USA Bath and was so pleased we recommended them to our friends .They had theirs done and were very pleased.Love the service and the product!

Comment from USA Bath - Home of Bath Planet in Reno
Thank you for being our ambassadors! We appreciate the trust! Enjoy your new bathrooms!!!

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COMMENT

Additional Comment
Jul 10, 2018

Keep the quality staff and productvery good business

COMMENT

Additional Comment
Jul 10, 2018

Karen and Cheryl were really good and helpful. Also, the guys who did the install. They are all top notch.

COMMENT

Additional Comment
Jul 10, 2018

I was most satisfied with everything.

COMMENT

Additional Comment
Jul 10, 2018

I am very pleased that they have good, qualified staff, and courteous operators.