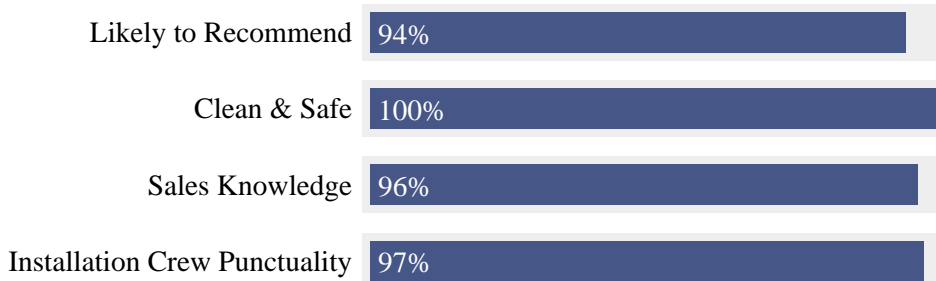


CUSTOMER FEEDBACK REPORT *for*
USA Bath - Home of Bath Planet in Sacramento



Customer Feedback Summary

Of 581 customers surveyed, 358 responded



2500 Del Monte St Suite 100
W. Sacramento , CA 95691
(877) 678-2284
www.usabath.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, USA Bath - Home of Bath Planet in Sacramento 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 Sacramento in Sacramento, CA; Elk Grove, CA; Modesto, CA; Roseville, CA; Citrus Heights, CA; Carmichael, CA; Davis, CA; Woodland, CA; Vacaville, CA; Stockton, CA; and 132 other cities in California.

In this report, USA Bath - Home of Bath Planet in Sacramento has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 358 out of 581 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Recent Reviews & Published Comments

REVIEW

Arnold D.
Modesto, CA
May 03, 2019



they were very professional and clean

REVIEW

Robert I.
West Sacramento, CA
Apr 17, 2019



Highly professional in all aspects of their work from planning to installation.

COMMENT

Additional Comment
Mar 06, 2019

Liz Minnis, the project manager on the job was there from the beginning. She was on top of every detail and the project went as smoothly as it did because of her. Ivan the installer was also pretty amazing. He explained everything he was doing along the way and was very thoughtful and his work speaks...

COMMENT

Additional Comment
Mar 06, 2019

The whole team was very professional and knowledgeable. They gained my trust in believing that they will provide the best work for my remodel. And they did a amazing job,

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



REVIEW

Charles V.
Citrus Heights, CA
Feb 27, 2019



Professional, respectful, and competent from beginning to end. Knowledgeable sales information during the initial visit, accurate follow-up measurements, resulting in a successful installation with quality materials that will increase the value of our home. We could not be happier! The installer went...

2500 Del Monte St Suite 100
W. Sacramento , CA 95691
(877) 678-2284
www.usabath.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, USA Bath - Home of Bath Planet in Sacramento 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 Sacramento in Sacramento, CA; Elk Grove, CA; Modesto, CA; Roseville, CA; Citrus Heights, CA; Carmichael, CA; Davis, CA; Woodland, CA; Vacaville, CA; Stockton, CA; and 132 other cities in California.

In this report, USA Bath - Home of Bath Planet in Sacramento has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 358 out of 581 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT

Additional Comment
Feb 19, 2019

everything and everyone was perfect

COMMENT

Additional Comment
Feb 08, 2019

Shasta and Ivan (our installer) provided excellent service.

COMMENT

Additional Comment
Feb 08, 2019

From start to finish I was very satisfied with my experience. Every person we dealt with as professional and friendly. They answered all of our questions and was very knowledgeable.

COMMENT

Additional Comment
Feb 08, 2019

Thank you for your business and I really love that you offer the life time warranty.

COMMENT

Additional Comment
Feb 07, 2019

I would like to recognize Philip for his exceptional service. He was the installer.

COMMENT

Additional Comment
Feb 07, 2019

I was most satisfied because the shower looks great. It is in an old house and it looks fabulous. It looks like it should be there.

REVIEW

Roberta B.
Sacramento, CA
Feb 07, 2019



The installer was really superb.

COMMENT

Additional Comment
Feb 07, 2019

I would just like to tell the owners of Bath Planet, great job.

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



2500 Del Monte St Suite 100
W. Sacramento , CA 95691
(877) 678-2284
www.usabath.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, USA Bath - Home of Bath Planet in Sacramento 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 Sacramento in Sacramento, CA; Elk Grove, CA; Modesto, CA; Roseville, CA; Citrus Heights, CA; Carmichael, CA; Davis, CA; Woodland, CA; Vacaville, CA; Stockton, CA; and 132 other cities in California.

In this report, USA Bath - Home of Bath Planet in Sacramento has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 358 out of 581 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT
Additional Comment
Jan 21, 2019

I was most satisfied with the installation because of the customer service.

REVIEW
Deb G.
Modesto, CA
Jan 21, 2019
★★★★★

USA Bath is amazing.

COMMENT
Additional Comment
Jan 21, 2019

I would just like to say thank you to the owners of Bath Planet.

COMMENT
Additional Comment
Jan 16, 2019

I was most satisfied with the workmanship.

COMMENT
Additional Comment
Jan 06, 2019

Brian....he was able to solve any problem that came up no matter how small. He listened to us and put our concerns to rest.

COMMENT
Additional Comment
Jan 02, 2019

I think they all did a great job.

COMMENT
Additional Comment
Jan 02, 2019

I was the most satisfied with their expertise of knowledge about their product and the installation of the product.

REVIEW
Gerry H.
Modesto, CA
Dec 31, 2018
★★★★★

The installer was on time both days and completed the project in a timely manner. He also kept everything very clean.

REVIEW
Jacqueline D.
Citrus Heights, CA
Nov 15, 2018
★★★★★

We were very pleased with the work they did!

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



REVIEW
Danielle G.
Sacramento, CA
Oct 22, 2018
★★★★★

USA Bath installed a beautiful shower in my master bathroom. The new wall surround goes to the ceiling and I could not be more pleased with the product, service, timeliness, and customer service I received with USA Bath. I recommend!

2500 Del Monte St Suite 100
W. Sacramento , CA 95691
(877) 678-2284
www.usabath.com

REVIEW
M.M.M.
Fairfield, CA
Sep 11, 2018
★★★★★

Don't be too hard on the contractors if they make a mistake. USA Bath guarantees to fix any issue regardless of how the install goes. They are number one in my book. I had three contractors on the same site as the installer and they were very tolerable and patient at the same time. USA bath staff and...

GUILDMEMBER SINCE 2018

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

REVIEW
T.T.J.
Stockton, CA
Sep 11, 2018
★★★★★

I was an excellent experience from beginning to end.

We have surveyed customers on behalf of USA Bath - Home of Bath Planet in Sacramento in Sacramento, CA; Elk Grove, CA; Modesto, CA; Roseville, CA; Citrus Heights, CA; Carmichael, CA; Davis, CA; Woodland, CA; Vacaville, CA; Stockton, CA; and 132 other cities in California.

REVIEW
Ed H.
Sep 05, 2018
★★★★★

They were great to work with even though I had problems. They worked really great to get the problem solved.

In this report, USA Bath - Home of Bath Planet in Sacramento has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 358 out of 581 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT
Additional Comment
Sep 05, 2018

I do like the clean look of the counters and shower. Very satisfied with everything.

COMMENT
Additional Comment
Aug 17, 2018

Joe the installer did a great job & was by his self doing a difficult job. Couldn't have turned out any better than it did. Having a great time using our new showe.

COMMENT
Additional Comment
Aug 11, 2018

Phillip the installer went above and beyond. He was very knowledgeable and considerate with my family.

COMMENT
Additional Comment
Aug 08, 2018

The installer was fantastic!