

# CUSTOMER FEEDBACK REPORT *for* Black Hills Exteriors



## REVIEW

Dennis G.  
Rapid City, SD  
Nov 14, 2018



Black Hills Exteriors did not notify me when they would be working on my roofing project. They arrived on March 2nd, 2018 and worked on my roof while I was out of town without my approval. There was still snow on the ground at this time. The temps were not warm enough to replace a roof. I arrived home later that day to a mess. There was a huge windstorm in the days following the roof replacement. Many shingles were lost and the shingles remaining on the roof were not glued down and were lifted/curled. I contacted Black Hills Exteriors to fix the problems with my roof on several occasions. I was assured that everything would be taken care of. Nobody has ever come out to fix or replace my roof as promised. Now I am being threatened with my account being turned over to collections. By the way, I am being billed a different amount than I was originally quoted as well. Clearly choosing Black Hills Exteriors was one of the worst decisions I have ever made. Don't make the same mistake I did.

2091 Rand Rd #2  
Rapid City , SD 57702  
(605) 716-7663  
[www.bhexteriors.com](http://www.bhexteriors.com)

## GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Black Hills Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Black Hills Exteriors in Rapid City, SD; Piedmont, SD; Strugis, SD; Box Elder, SD; Hot Springs, SD; Deadwood, SD; Keystone, SD; Hermosa, SD; Black Hawk, SD; Sturgis, SD; and 3 other cities in South Dakota.

## REVIEW

JOHN A.  
Rapid City, SD  
Sep 18, 2018



They do a great job.

## REVIEW

Bob K.  
Rapid City, SD  
Sep 08, 2018



Top quality work; we are very pleased.

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### REVIEW

Joe R.  
Rapid City, SD  
Sep 04, 2018



Black Hills Exteriors was very professional and did a good job. I would recommend the installation crew.

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### REVIEW

Carolyn M.  
Sturgis, SD  
Sep 04, 2018



Exceptional people to have working for you. Timely and friendly.

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### REVIEW

Terry B.  
Hermosa, SD  
Jul 04, 2018



Black Hills Exteriors is the worst contractor we have ever worked with. We had significant hail damage to buildings on our property. For the roof on our home, we were given a start date and it was later delayed several months. We are now waiting for siding, stone work and work on our pole barn that was supposed to be started in April. We were told we were "first on the list" but now it is July and once again we have been delayed. The work was supposed to be started Monday, July 2, but we did not even receive a call back explaining why the workers did not show up until mid-day on Tuesday. We were told the workers were delayed at another project because the homeowner had some changes she wanted done. So now we have been pushed back another two weeks. We have made plans that will have to be cancelled, in addition to taking time off from work to make our property ready for them to begin Monday. We have needed to get an extension from our insurance company due to the delays. This is absolutely unacceptable.

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## REVIEW

Clyde T.  
Black Hawk, SD  
Jun 25, 2018



Everything was done to my satisfaction.

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## REVIEW

Eddie S.  
Rapid City, SD  
Jun 19, 2018



Black Hills Exteriors was very professional. They did an excellent job and I was really impressed with how well they worked to get it done on time.

## GUILDMEMBER SINCE 2018

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## REVIEW

Greg G.  
Rapid City, SD  
Jun 11, 2018



Did the required work in record time and immediately fixed any minor issues that came up. They did an excellent job.

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## REVIEW

Bill B.  
Rapid City, SD  
Apr 03, 2018



They did a good job.

## REVIEW

Gary A.  
Rapid City, SD  
Feb 19, 2018



They lived up to what they said.