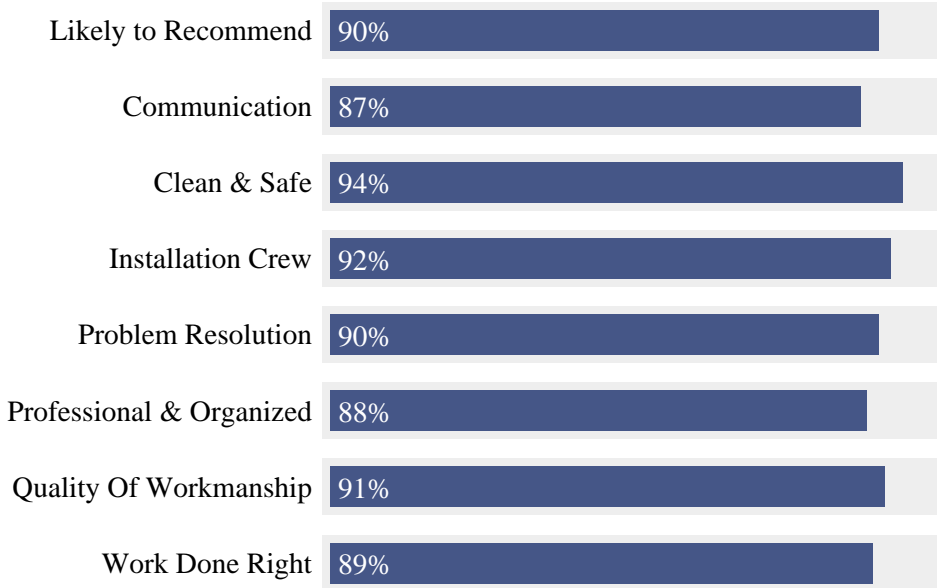


CUSTOMER FEEDBACK REPORT *for*
Buffalo Restoration



Customer Feedback Summary

Of 222 customers surveyed, 87 responded



555 Manley Rd.
Bozeman, MT 59715
(406) 586-8109

GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Buffalo Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Buffalo Restoration in Bozeman, MT; Belgrade, MT; Livingston, MT; Big Sky, MT; Gallatin Gateway, MT; Manhattan, MT; Three Forks, MT; Mcalister, MT; Clyde Park, MT; Mcallister, MT; and 8 other cities in Montana and Wyoming.

In this report, Buffalo Restoration has published a summary of the customer feedback they've received since they joined GuildQuality in August 2019. In that time, 87 out of 222 customers (39%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Recent Reviews & Published Comments

REVIEW
Bridges S.
Livingston, MT
Oct 30, 2019
★★★★★

Personal and Professional...all around good job. I would use Buffalo Restoration again.

REVIEW
Canfield R.
Bozeman, MT
Oct 08, 2019
★★★★★

It is important to know that Buffalo relies heavily on subcontractors.

REVIEW
Chuck W.
Bozeman, MT
Oct 03, 2019
★★★★★

My son used them in prior years. This was my first time using them and I would use them again. They were great.

Buffalo Restoration

REVIEW

Livingston H.
Bozeman, MT
Sep 16, 2019



Buffalo Restoration did an incredible job. Not only were the guys incredibly professional but they also were great humans. Thanks again!

REVIEW

Kindra H.
Livingston, MT
Sep 04, 2019



If I had not been completely knowledgeable of every itemized line of charges on my bill, and if I had not been on property to see what the demo/water mit crew was doing, I would have been charged and paid thousands more dollars for work that was never done. They had to be told about work that was on my bill and was not done before they took those charges off my bill. And they charged me for overhead and profit for their own work which I was told by the insurance company they can't charge you!!! Had I not said anything, I would have paid \$1,888 dollars more for the water mit alone. When I asked them to take that charge off, they said "well ok, I guess I am alright with that". Seems like if I had not asked they would have charged. I am still receiving bogus bills after I paid the agreed upon final bill. Really super nice people, but don't have good communication between workers and billing. The person they hired to drywall and paint was a saint!!!! So good job there. The work is done after 4 months of waiting. Finally my vacation rental is back in business. Watch your back with these guys.

REVIEW

Nicholson B.
Bozeman, MT
Aug 29, 2019



Derek was informative and professional.



555 Manley Rd.
Bozeman , MT 59715
(406) 586-8109

GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Buffalo Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Buffalo Restoration in Bozeman, MT; Belgrade, MT; Livingston, MT; Big Sky, MT; Gallatin Gateway, MT; Manhattan, MT; Three Forks, MT; Mcalister, MT; Clyde Park, MT; Mcallister, MT; and 8 other cities in Montana and Wyoming.

In this report, Buffalo Restoration has published a summary of the customer feedback they've received since they joined GuildQuality in August 2019. In that time, 87 out of 222 customers (39%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Buffalo Restoration

REVIEW

Hallie B.
Bozeman, MT
Aug 19, 2019
★★★★★

They were professional, timely and responsive to our water issue with minimal need to do any kind of destruction in the house. They caught our problem right in time!

COMMENT

Additional Comment
Feb 08, 2019

It was late afternoon when we saw the damage for the first time. The Buffalo crew was there within an hour and went straight to work.

COMMENT

Additional Comment
Jan 30, 2019

Thank you for a job well done. We have already talked to friends about our positive experience with Buffalo Restoration and the outstanding people who represent the company.. oh... and who ever answers the phone is also exceptional.. thanks.

COMMENT

Additional Comment
Jan 28, 2019

They're openness to communicate with me. Very kind, nice people to work with. Very polite, waited until i had my questions formed so I could get the answer I was looking for. They were great to work with.

REVIEW

Carol A.
Bozeman, MT
Jan 28, 2019
★★★★★

Great company to work with from the beginning to the end of the experience. They were able to manipulate their schedule to meet mine. So far the work they have done has been fantastic, a little bit of above and beyond. They even fixed some things they saw that were on the edge of needing to be fixed, but they had time and saw they needed fixing so they took care of it.

REVIEW

Gene G.
Bozeman, MT
Jan 23, 2019
★★★★★

Buffalo Restoration was prompt, efficient and professional from the initial contact and estimate through the job done at my home. I rate them highly.

COMMENT

Additional Comment
Jul 08, 2014

The installers



555 Manley Rd.
Bozeman , MT 59715
(406) 586-8109

GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Buffalo Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Buffalo Restoration in Bozeman, MT; Belgrade, MT; Livingston, MT; Big Sky, MT; Gallatin Gateway, MT; Manhattan, MT; Three Forks, MT; Mcalister, MT; Clyde Park, MT; Mcallister, MT; and 8 other cities in Montana and Wyoming.

In this report, Buffalo Restoration has published a summary of the customer feedback they've received since they joined GuildQuality in August 2019. In that time, 87 out of 222 customers (39%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*
Buffalo Restoration



555 Manley Rd.
Bozeman , MT 59715
(406) 586-8109

GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Buffalo Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Buffalo Restoration in Bozeman, MT; Belgrade, MT; Livingston, MT; Big Sky, MT; Gallatin Gateway, MT; Manhattan, MT; Three Forks, MT; Mcalister, MT; Clyde Park, MT; Mcallister, MT; and 8 other cities in Montana and Wyoming.

In this report, Buffalo Restoration has published a summary of the customer feedback they've received since they joined GuildQuality in August 2019. In that time, 87 out of 222 customers (39%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

- COMMENT
Additional Comment
Jun 25, 2014
The remediation supervisor of the job was excellent. He did a great job.
- COMMENT
Additional Comment
Jun 20, 2014
I was most satisfied with the promptness.
- COMMENT
Additional Comment
Jun 15, 2014
Fast and efficient
- COMMENT
Additional Comment
Jun 09, 2014
I was most satisfied that Buffalo Restoration came immediately upon the call and they came in the evening which was big for us and they went into action.
- COMMENT
Additional Comment
Jun 09, 2014
They have great communication and Buffalo Restoration did what they said they would do on time.
- COMMENT
Additional Comment
Jun 03, 2014
I was most satisfied with the supervisor from Buffalo Restoration. He was on top of things.
- COMMENT
Additional Comment
Jun 03, 2014
The job they did for me was only drying out and preventing mold and they did an excellent job there.