

## CUSTOMER FEEDBACK REPORT *for* Columbus Garage Floor Coating



### REVIEW

Tom S.  
Saint Louisville, OH  
Sep 18, 2018



The service was great, and I like the floor. The sales rep needs improvement.

1003 A Concord Ave  
Columbus , OH 43212  
(614) 732-5697

### REVIEW

Dan C.  
Upper Arlington, OH  
Sep 04, 2018



I am extremely unhappy with the service associated with this company. I signed up for the Ultra Premium product. An option to fill the control joints was never discussed, so after the job was completed I noticed fuzzy lines throughout my garage on top of the control joints. I asked Brandon if we could fix this. Create a hard line or redo the control joints and I would pay for this to be done to have a nice smooth product (dirt is attracted to the control joints and it looks bad a week after power washing). Brandon set up several appointments to address the issue, then he would no show and ignore my calls. The product was installed in January 2018, so I gave him ample time to rectify the issue (eight months). Brandon Baushard is extremely unprofessional.

### GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Columbus Garage Floor Coating relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Columbus Garage Floor Coating in Columbus, OH; Dublin, OH; Powell, OH; Westerville, OH; Upper Arlington, OH; Delaware, OH; Grove City, OH; Pickerington, OH; Lancaster, OH; Lewis Center, OH; and 32 other cities in Ohio.

### REVIEW

Angie S.  
Reynoldsburg, OH  
Aug 13, 2018



I was very pleased with the employees. They were very kind and friendly. They did an awesome job.

### REVIEW

Jim D.  
Lancaster, OH  
Jul 31, 2018



Great product and great work. Our garage floor looks great.

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### REVIEW

MJ V.  
Grove City, OH  
Jul 28, 2018



I am completely satisfied with my garage floor. The entire crew was efficient and polite. My garage now looks beautiful and I have already recommended the company to a friend.

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### REVIEW

John K.  
Galena, OH  
Jul 12, 2018



Once the schedule was confirmed, they came on time and completed the work as scheduled (2 days). I cannot even tell where the repairs were made.

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### REVIEW

John M.  
Powell, OH  
Jul 03, 2018



They did everything as promised except for a brief weather related reschedule. The price is a bit high, but their work and outcome is excellent.

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### REVIEW

Brett W.  
Pataskala, OH  
Jun 21, 2018



The weather was not very cooperative so the scheduling did not work out as planned, but when the guys were able to start the work, they stayed on the job until it was finished.

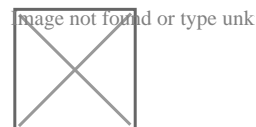
### REVIEW

Gregory S.  
Alexandria, OH  
Jun 11, 2018



Sales was good as one might expect. Delivery was a month later than agreed upon. Communication was not what one should expect. I had to contact them to find out why the first date came and went with no one here for installation.

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### REVIEW

Jim C.  
Delaware, OH  
Jun 08, 2018



Columbus Garage Floor coating installed an epoxy floor/flakes in our garage and a metallic epoxy in our basement. Eric and his crew did an outstanding job. They were prompt, courteous and communicated clearly throughout the process (the floors took several days to complete due to the nature of the product). I could not be happier with the finished product....both floors are amazing...and the basement floor is a work of art. Thank you so much!!!

Comment from Columbus Garage Floor Coating

Thanks you for your kind comments. Thank you for working with our scheduling challenges throughout this process. We are proud of the work the guys did from you and it is very gratifying to hear that you feel the same way!

### REVIEW

Jeff S.  
Plain City, OH  
Jun 06, 2018



Love the flooring you all do. This is my third project in five years and all have worked out very well.

### REVIEW

Amie K.  
Baltimore, OH  
May 31, 2018



They so great to work with. They were friendly, professional, and they took care of any problems quickly. I can't say enough about this company. I really enjoyed working with them.

### REVIEW

Jim J.  
Delaware, OH  
May 18, 2018



Garage floor looks amazing!

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### REVIEW

Wayne M.  
Circleville, OH  
May 16, 2018



I don't know how anybody could have done a better job. They were courteous, professional, and businesslike. I would highly recommend them to anybody.

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(614) 732-5697

### REVIEW

Thomas P.  
Columbus, OH  
Apr 27, 2018



Great Company with excellent service!

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*Comment from Columbus Garage Floor Coating*

Thank you!

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### REVIEW

Ed M.  
Westerville, OH  
Apr 27, 2018

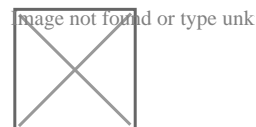


Please listen to the whole saga with miscues and delays.

*Comment from Columbus Garage Floor Coating*

We apologize for the delays. We have since instituted procedures to overcome as many obstacles as possible.

## CUSTOMER FEEDBACK REPORT *for* Columbus Garage Floor Coating



### REVIEW

Fred S.  
Columbus, OH  
Apr 05, 2018



We had our garage floor repaired and coated in 2013 and it still looks like the first day Columbus Garage Floor complete it. It resolved the cracks we had and re-leveled the floor with the diamond grinder; besides sealing it from gasoline, oil, salt, rust etc. I got to pick our colors we wanted and we opted for the large flakes and every year we get complements how well clean and shinny it looks. They even sealed and coated and applied the chips to our wood step going into the house.

Comment from Columbus Garage Floor Coating  
Thank you!

### REVIEW

Dave J.  
Heath, OH  
Apr 04, 2018



It was a pretty easy process and it's beautiful.

Comment from Columbus Garage Floor Coating  
Thank you Dave. We enjoyed helping you with this project!

### REVIEW

David R.  
Dublin, OH  
Apr 04, 2018



The staff at Columbus Garage Floor did a good job of handling the weather impact on completing the project and made sure the job wasn't rushed which would have impacted the quality.

Comment from Columbus Garage Floor Coating  
Thank you David. We enjoyed helping you with this project!

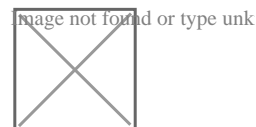
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## CUSTOMER FEEDBACK REPORT *for* Columbus Garage Floor Coating



### REVIEW

Allan F.  
New Albany, OH  
Mar 30, 2018



Columbus Garage Floor Coating has professional staff, good quality product and service, and they delivered on what was promised.

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### REVIEW

Rick O.  
Ostrander, OH  
Mar 30, 2018



The weather made it take a little a longer but they couldn't help that.

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Comment from Columbus Garage Floor Coating

Thank you Rick. We enjoyed helping you with this project!

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### REVIEW

Gary R.  
Columbus, OH  
Mar 28, 2018



Geat experience - great results.

Comment from Columbus Garage Floor Coating

Thank you Gary. We enjoyed helping you with this project!