

CUSTOMER FEEDBACK REPORT *for*  
**Crystal Exteriors LLC**



COMMENT  
Additional Comment  
Jul 12, 2019

I was very impressed with the product, the installation and the professional manner of EdgaR Li and the installers. I even asked Edgar for more business cards so I could refer my neighbors.

COMMENT  
Additional Comment  
Jul 12, 2019

I was impressed all around with the whole project.

COMMENT  
Additional Comment  
Jul 12, 2019

From my sister who had Edgar and Crystal Exterior do a project at her home.

COMMENT  
Additional Comment  
Jul 10, 2019

This company is the best!!!

COMMENT  
Additional Comment  
Jul 10, 2019

From the initial consultation and the selection of the doors, the owner addressed all questions and concerns and was helpful in the selection of the best doors for this project. The installers arrived on time and were professional and courteous. Upon completion, the doors were installed perfectly and they were even able to fix the front doorbell that several electricians had said was not possible to fix.

COMMENT  
Additional Comment  
Jul 10, 2019

I came across this company while researching on the internet.

REVIEW  
Gail M.  
Silver Spring, MD  
Jul 10, 2019  
★★★★★

From start to finish Crystal Exteriors provided quality products and service and excellent communications. The installers are meticulous and professional and the whole process was problem free.

209 Whitestone Road  
Silver Spring , MD 20901  
(301) 681-8186  
crystalexteriors.com

**GUILDMEMBER SINCE 2014**

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

We have surveyed customers on behalf of Crystal Exteriors LLC in Silver Spring, MD; Potomac, MD; Rockville, MD; Bethesda, MD; Washington, DC; Gaithersburg, MD; Kensington, MD; North Potomac, MD; Burtonsville, MD; Vienna, VA; and 42 other cities in Maryland, District of Columbia and Virginia.

In this report, Crystal Exteriors LLC has published a summary of the customer feedback they've received since they joined GuildQuality in December 2014. In that time, 246 out of 283 customers (87%) responded to a GuildQuality satisfaction survey, with the most recent response in July 2019.

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REVIEW

Vernon W.  
Silver Spring, MD  
Jul 05, 2019



We LOVE the new door/storm door!. The smart lock makes it even better. The door closes much more easily than it did at first and our air conditioner cycles much less frequently than before, putting immediate payback to having this done. Can't tell you how much we appreciate not only the quality of the work on both the door and the roof, but also your going out of your way to getting us where we wanted to be. Thank you SO much.

COMMENT

Additional Comment  
Jun 19, 2019

The guttering system project was completed by a service team with high professional standards. The job was done promptly and efficiently. Items that are described in the contract are fulfilled as promised.

COMMENT

Additional Comment  
Jun 19, 2019

I used Crystal Exteriors before for window replacements. I am very satisfied with their performance and return for further service.

REVIEW

Yun W.  
Potomac, MD  
Jun 17, 2019



Very efficient and straight forward. I appreciate the professionalism of Crystal Exteriors.

COMMENT

Additional Comment  
Jun 14, 2019

They made sure the job was complete to both mine and his satisfaction. They are very professional and customer satisfaction is important to them.

COMMENT

Additional Comment  
May 28, 2019

I liked his recommendations. He came up with an idea of a retractable screen door that we never would've thought of. We are very pleased with it.

COMMENT

Additional Comment  
May 28, 2019

My brother-in-law used them.

CUSTOMER FEEDBACK REPORT *for*  
**Crystal Exteriors LLC**



COMMENT  
Additional Comment  
May 28, 2019

Edgar was wonderful. I was happy with his follow through and communication. I would definitely work with him again, and I would recommend him.

COMMENT  
Additional Comment  
May 28, 2019

The quality of workmanship and professionalism were satisfying.

COMMENT  
Additional Comment  
May 01, 2019

I would rank this higher than 4 if I could.

COMMENT  
Additional Comment  
May 01, 2019

The cost was high but the products are high quality.

COMMENT  
Additional Comment  
May 01, 2019

The professionalism of Edgar, Jaime, and the team was the best. I've dealt with a lot of home renovations and they are by far the most knowledgeable about their products and willing to answer all of our questions with patience and professionalism.

COMMENT  
Additional Comment  
Apr 30, 2019

Their total professionalism gave us the confidence to turn everything over to them and we are very happy we did.

COMMENT  
Additional Comment  
Apr 30, 2019

Expertise, responsiveness, workmanship

REVIEW  
Joanne C.  
Rockville, MD  
Apr 30, 2019  
★★★★★

Best contractor I have ever used for anything!

COMMENT  
Additional Comment  
Apr 30, 2019

The product quality and great workmanship.

COMMENT  
Additional Comment  
Mar 05, 2019

Knowledgeable and professional in the field of their selling. He explained everything to customer in details and didn't rush the customer to make decisions.

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COMMENT  
Additional Comment  
Mar 02, 2019

Quality of products and work

REVIEW  
Linda C.  
Bethesda, MD  
Feb 28, 2019  
★★★★★

Mr. Li was very professional to deal with from the time he came to see our project, give us an estimate and gave me suggestions. Our new front storm door was installed in a timely fashion and very efficiently. I wish we had changed it years ago. I look forward to working with Mr. Li and his team again soon.

COMMENT  
Additional Comment  
Sep 11, 2018

Everything was perfect

COMMENT  
Additional Comment  
Aug 03, 2018

Because of this great experience, we will come back to you for future projects!

COMMENT  
Additional Comment  
Aug 03, 2018

Everything went well. We had one issue that popped up and Edgar resolved it very quickly which we appreciated!

COMMENT  
Additional Comment  
Aug 03, 2018

Both Edgar and the installation team did a great job.

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