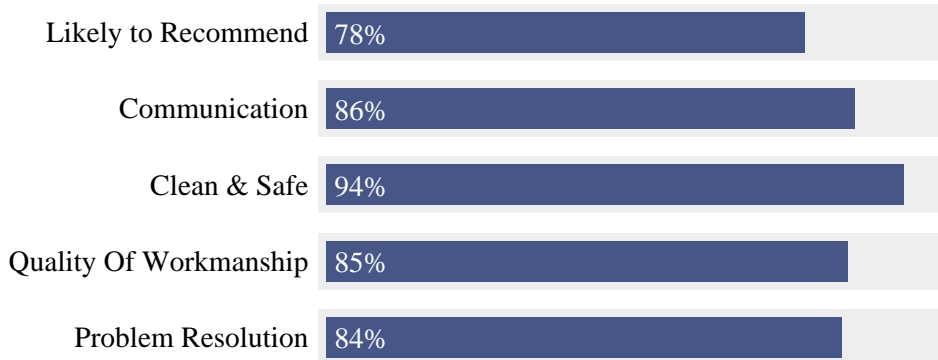


CUSTOMER FEEDBACK REPORT *for*
Cunningham's Textile Restoration



Customer Feedback Summary

Of 469 customers surveyed, 101 responded



6610 Amberton Drive
Elkridge , MD 21075
(410) 579-1145
textilerestoration.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Cunningham's Textile Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

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Recent Reviews & Published Comments

REVIEW

SHEEHAN K.
Lower Frederick, PA
Sep 16, 2018



Was a pain in the neck getting my things back in a timely way as promised. The promises did not match the delivery system. I feel the service is over priced

REVIEW

TYLER D.
Accokeek, MD
Jul 20, 2018



Mr. Tyree Clark is a great asset to Cunningham's. Being distraught after a terrible flood to my basement, Mr. Clark made me feel that all was not lost, and Cunningham's would take good care of my belongings, and they did exactly what he said they would do. He presented himself very professional in picking up and returned my belongings.

REVIEW

HAINEY S.
Washington, DC
Jul 18, 2018



Worst company ever with lots of thieving workers who robbed me blind

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Cunningham's Textile Restoration



REVIEW
KREAMER N.
Waldorf, MD
May 18, 2018
★★★★★

The staff was friendly and courteous but I was disappointed in the condition of some of the restored items. Some towels still had a smell of mildew and I had to rewash them myself. Several pieces of clothing had stains that had not been removed so I ended up having to send pictures of those to my insurance agent to add to my claim as non-restored. I'm not sure the service is worth the price.

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REVIEW
DELONG-CROSS J.
Bethesda, MD
Mar 13, 2018
★★★★★

Cunningham's damaged or destroyed nearly every textile item that they touched. Every pillow came back shrunk, a precious heirloom peace was destroyed, and curtains were not hung properly. USAA has been notified, and I can only hope that they will make things right with us.

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REVIEW
CLARK S.
Suitland, MD
Feb 13, 2018
★★★★★

I was very pleased with the customer service, the cleanliness of my items and the return of everything that was taken.

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REVIEW

MCCARTHY R.
Annapolis, MD
Feb 13, 2018



Our Annapolis Condo was severely damaged in a fire. Cunningham's came in and removed what textiles they could from the water and fire damaged condo. A few days later, I realized that our family's 78 year old Christening outfit was stored in a damaged closet. I called Cunningham's, explained the situation and that I was trying to locate our family heirloom. In less than one day, I received word from Cunningham's they had located the outfit & were sending pictures. They cleaned the family heirloom twice and took expert care of the cherished Christening outfit. Because of Cunningham's, our 6th grandchild expected in April, will be wearing the beautifully cleaned Christening gown. Thank you Cunningham's.

REVIEW

GOODMAN J.
Washington, DC
Jan 24, 2018



The staff was very friendly and organized and restoration to shoes was great but the our clothes were further ruined by the chemicals used and shrink or the feel was destroyed vs clothes we cleaned ourselves or took to the dry cleaner. Very unfortunate after losing so much to pay so much money for the clothes you thought you could get saved to be ruined for no reason.



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REVIEW

DERRILL S.
Glen Burnie, MD
Jan 11, 2018



.When my clothing was picked up they were placed in garment bags. I requested a written receipt of all the items being removed. I was told that I would receive an itemized statement in a day or so. I did not make a list of the items the technician remove because he was in a hurry and it was two closets full of clothing .When the clothing was returned I received an itemized bill . I had nothing to compare the list too. I am seventy eight and my husband eighty year old. I don't know if any of my clothing was lost. The workmanship and quality of care given to the clothing is excellent , I never gave any kind of feedback to anyone because I felt guilty because I myself did not make a list of the many items. I thought because I had requested a written receipt in advance of my items being removed it was ok.

REVIEW

ZIMMERMAN E.
Chevy Chase, MD
Jan 09, 2018



Cunningham's is amazing. They restored a rug that got totally soaked in a flood. I thought for sure we'd have to throw the rug away but Cunningham's brought it back looking like new. Some kind of magic!

REVIEW

BROWN J.
Glen Burnie, MD
Nov 16, 2017



The staff at Cunningham Restoration made the beginning process of dealing with a tree falling through our home a little less confusing and eased the stress of loosing some of our belongings. Thankfully most was restored and cleaned and very neatly returned to us. Thank you for taking that extra care in a situation where nerves are on edge. It was greatly appreciated.

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REVIEW
LEE C.
Laurel, MD
Nov 11, 2017
★★★★★

This year our home flooded and we lost just about everything. There were some textiles that were dear to me that I really wanted to restore, clothing that needed cleaning, and beloved stuffed animals that needed to be saved. Cunningham's came right into the disaster and removed all that I asked, quickly and efficiently, and returned it months later, when we finally were settled down again. All that could be saved was in excellent condition. Out of all of the restoration companies that we worked with over the last few months, Cunningham's was the stand out. It was effortless for us. Thank you!

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REVIEW
KEELER K.
Marcus Hook, PA
Nov 07, 2017
★★★★★

Their work was excellent and they were very nice, personable & professional. Would use again!

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REVIEW
SMITH G.
Washington, DC
Oct 13, 2017
★★★★★

We had major flooding in our apartment. Cunningham's did an amazing job paving up all our textiles. While we were out of the apartment we needed a few items and they happily arranged for those items to be cleaned immediately had them ready for pick up. While I was there they gave me a tour of the facility. Everyone was very helpful. All of our items were returned cleaned and pressed. The guy (Ken) who delivered our items was very professional and helpful.

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REVIEW
THOMPSON R.
Lusby, MD
Oct 13, 2017
★★★★★

our emergency clothes were done in 2 days and everything else took a couple of weeks. Very satisfied with everything and it was very organized. no missing items.

CUSTOMER FEEDBACK REPORT *for*
Cunningham's Textile Restoration



REVIEW
HAMM A.
Randallstown, MD
Oct 12, 2017
★★★★★

Cunningham's Textile service was outstanding, very professional. All of my items was cleaned, stored and returned in good condition. I would recommend their services to my friends and family.

REVIEW
KING D.
Bowie, MD
Sep 22, 2017
★★★★★

The staff was supportive, professional and provided all the support necessary during one a traumatic experience. It is during these unexpected events that you forget everything that you know It is a God send to have individuals who actually care about helping you through your situation. I wish no one had to experience these events, but as we know things happen. During these times, I hope that those individuals have the benefit of working with the staff at Cunninghams!

REVIEW
WARD R.
Nottingham, MD
Sep 20, 2017
★★★★★

Everyone that I ever spoke with on the phone or visited with in person from Cunningham's were extremely professional, polite, and helpful. I even had to have a re-delivery at one point and I was not treated like a problem child (even though I may have been). I cannot say that I've ever had such a friendly, and welcoming experience with any service company that can compare to the level that Cunningham's is putting out. Really just a great experience from start to finish, especially in such a hectic situation.

REVIEW
IRVIN R.
Philadelphia, PA
Sep 08, 2017
★★★★★

The level of professionalism AND workmanship is superb!!!! Thanks for helping my family during a very devastating time and restoring our belongings!!!

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REVIEW

SMITH J.
Elkridge, MD
Sep 08, 2017



The staff was Very friendly and professional. We are happy to recommend them 100%.

COMMENT

Additional Comment
Apr 21, 2017

Delivery was on time and efficient

COMMENT

Additional Comment
Apr 13, 2017

The entire staff provided exceptional service. Everyone we dealt with was very professional.

COMMENT

Additional Comment
Apr 11, 2017

The gentleman that came and picked up the clothes and the textiles was exceptional. He gave us his personal guarantee that all of our clothes would be returned. He made me feel very comfortable and he was very professional.

REVIEW

S.N.S.
Washington, DC
Apr 11, 2017



Everything came back nice and clean. The gentleman made us feel very comfortable. He was very professional. They told us it would take a week but it was over a month. That was the only issue.

REVIEW

Mary D.
Washington, DC
Sep 09, 2016



The workers at the pack out were very knowledgeable and extremely helpful. They helped take care of the little issues and communicated with me effectively.

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