

CUSTOMER FEEDBACK REPORT *for* Douglas Carpet One



REVIEW

Rich H.
Geneva, IL
Aug 15, 2018



Enjoyed working with Nora and Douglas Carpet One on our Kitchen and Master Bath remodel.

200 Alder Drive
North Aurora , IL 60542
(630) 897-9600

REVIEW

Dave M.
Geneva, IL
Aug 13, 2018



We wouldn't consider any other source for flooring services. Douglas is a premier provider.

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Douglas Carpet One relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

A.C.A.
Jul 23, 2018



I have been working with Belinda and Douglas Carpet One for over 10 years. They have always done a professional job for me, backed up any problems, and worked with enthusiasm at all times. Thank you!

We have surveyed customers on behalf of Douglas Carpet One in Batavia, IL; Aurora, IL; Geneva, IL; Sugar Grove, IL; St. Charles, IL; North Aurora, IL; Yorkville, IL; Elgin, IL; Montgomery, IL; Oswego, IL; and 10 other cities in Illinois.

REVIEW

Charlie M.
Sugar Grove, IL
Jul 08, 2018



Douglas Carpet One does excellent work. We've used their services for replacing carpet and installing hardwood floors and are quite pleased with the results. The installers were very professional - they were on time (or even early) for appointments, made minimal mess, and cleaned up everything when they were done.

REVIEW

Dorothy J.
Yorkville, IL
Jun 29, 2018



Douglas Carpet One has been in business for many years and their staff is very knowledgeable and professional. Quality workmanship. Highly recommend!

REVIEW

Ann B.
Geneva, IL
Jun 21, 2018



Happy with pre-finished flooring options in showroom, although I wish there were more traditional options. The latest craze of grey stains limits other more classic options. The staff at Douglas is very professional, helpful and friendly. Scheduling was timely.

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REVIEW

L.T.V.
Batavia, IL
Jun 20, 2018



Everything was perfect.

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REVIEW

Laurie S.
Batavia, IL
Jun 15, 2018



I couldn't have asked for a better staff and installation crew.

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REVIEW

Richard H.
Aurora, IL
Jun 13, 2018



We have been customers of Douglas Carpet for the past 30 years. We have always been highly satisfied and would certainly recommend them. They do excellent work, sell quality merchandise, and their prices are quite reasonable when compared to big box stores.

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REVIEW

Mike M.
Big Rock, IL
Jun 05, 2018



They are highly recommended!!

REVIEW

Rex K.
Aurora, IL
May 22, 2018



Despite the loss of a scheduler, work was performed in a timely and efficient manner.

REVIEW

Apex B.
North Aurora, IL
Apr 02, 2018



The staff and crew at Douglas Carpet One are very professional and efficient. The design work and insight from Nora is priceless. The installers are the best in the area by far. If you're serious about a high quality project, look no further than Douglas.

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REVIEW

Mandi M.
Batavia, IL
Mar 21, 2018
★★★★★

We have worked with Douglas for over 10 years. Every project has been a complete success. The design team is helpful. The installation crew is professional.

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REVIEW

Jim P.
Geneva, IL
Mar 20, 2018
★★★★★

We were very pleased with the process and outcome of our new kitchen flooring from Douglas Carpet One. Thanks!!!

GUILDMEMBER SINCE 2018

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REVIEW

Don D.
Sugar Grove, IL
Mar 20, 2018
★★★★★

Very good!

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REVIEW

Anette S.
Aurora, IL
Mar 20, 2018
★★★★★

We have used them for over 25 years and they have always done a wonderful job.

REVIEW

Lurana P.
West Chicago, IL
Mar 19, 2018
★★★★★

They are wonderful people. I have used them before for carpet and tile work. I had a water situation in my basement which was a small job. I love Jim and Douglas Carpet One. They have high expectations and they are great people. Belinda was great too. Jim has high expectations and is hands on. He treats everyone the same and is a great guy.

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REVIEW

HASKIN C.
MAPLE PARK, IL
Jan 15, 2018



Douglas Carpet One installed carpet and also wood flooring in our house. The office staff: Nora and Belinda, they are WONDERFUL! Very knowledgeable and are wonderful to work with in planning our flooring. Jim Douglas is a pro and is amazing at what he does. Justin, our wood floor installer, is a high level skilled craftsman. We will be getting any flooring done by Douglas Carpet One.

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REVIEW

Linda O.
AURORA, IL
Dec 05, 2017



They have been an excellent company and we would use them again in a heartbeat!

REVIEW

WOODS M.
GENEVA, IL
Dec 01, 2017



I have had in my lifetime over the last 30 years, I have done wood floors 4-5 different times and Douglas Carpet One is the best company that I have every worked with, they are phenomenal.