

CUSTOMER FEEDBACK REPORT *for*
Exceptional Exteriors, LLC



REVIEW

Robert G.
Elizabeth, CO
Feb 07, 2020



They were great to work with.

REVIEW

Kyla D.
Broomfield, CO
Jan 30, 2020



Exceptional Exteriors never posted building permit on my house so I don't know if they actually took one out. They kept promising me final inspection (3 or 4 times) but never provided either. Didn't do what they promised so I am not sure anything they said is true. Not good experience. Would not use again.

Comment from Exceptional Exteriors, LLC

At Exceptional Exteriors we strive to provide the highest quality service and we always uphold our commitments. In the case of this particular project, the work was properly permitted, and copies of the permit as well as the final inspection were provided on multiple occasions to the HomeOwner. The warranty in place is in fact for 50 years as was represented. This warranty information was also conveyed to the HomeOwner.

REVIEW

Daniel R.
Aurora, CO
Nov 22, 2019



everyone I talked to and worked with was fine...only problem I had was ist scheduled work no crew showed up costing me a day of waiting around for them with nothing heard.....after that everything was taken care of...

REVIEW

John B.
Centennial, CO
Feb 25, 2019



communication at first was great but then when the problem arose, I had to start the communication to find out when repairs were going to happen.

7940 S. University Blvd
Unit 100
CENTENNIAL , CO 80122
1720343878
www.exexco.com

GUILDMEMBER SINCE 2016

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

We have surveyed customers on behalf of Exceptional Exteriors, LLC in Denver, CO; Aurora, CO; Lakewood, CO; Arvada, CO; Fort Myers, FL; Golden, CO; Highlands Ranch, CO; Littleton, CO; Castle Rock, CO; Englewood, CO; and 38 other cities in Colorado, Florida and Pennsylvania.

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REVIEW

Scott M.
Brighton, CO
Dec 19, 2018



I thought from start to finish, the EE team was professional, courteous, responsive -- top notch!

REVIEW

Patrick S.
Evergreen, CO
Dec 18, 2018



We were very happy with everyone we worked with at Exceptional. Anthony, project leads, crew, billing and service have been the best I have seen from any roofer/construction company in many, many years! This is the company you want working for you. I recommend Exceptional Exteriors highly. Thank you for making the experience easy with "exceptional" quality. Thank you, Patrick Smith

REVIEW

Sylvia T.
Boulder, CO
Oct 04, 2018



This is a very reliable company.

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REVIEW

Whitney H.
Brighton, CO
Sep 20, 2018



Not happy with the financial side of things. We were told we had to pay one amount and then got hit with a bill much higher than that on top on the over \$10k we had to pay. They also processed payments out of our account without authorization. I feel like we were lied to and scammed out of money we shouldn't have had to pay.

Comment from Exceptional Exteriors, LLC

Hello, your out of pocket expense was the same as on your contract. We did supplement insurance for code items they did not include on the original scope. Insurance did pay for those items. We never process payments without permission. If you feel your final payment was processed without your knowledge, please contact me directly at 303-386-4649. Thank you, Francesca

REVIEW

Mary U.
Brighton, CO
Aug 29, 2018



Due to the extent of the hail storm that caused much widespread damage to cars and roofs, I was able to get an up close look at some of the workmanship of some other companies and was blown away with the quality of Exceptional Exteriors work. The workers doing the installation of my roof were courteous and worked well together and kept the timeline going. The area was actually left cleaner than when they started. Great company!

REVIEW

John L.
Fort Myers, FL
Aug 11, 2018



Exceptional Exteriors was professional and completed my roof in a timely manner, most quicker than most after Hurricane Irma. I would recommend them to others.

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REVIEW

Evelyn L.
Centennial, CO
Jul 17, 2018



Exex is a quality company, employs professional people, who are a pleasure to work with. My project was completed to my absolute satisfaction. In the event that I may need such work again, I will call again. I will gladly recommend them to anyone who may be in need of these services, in fact, I already have. My roofing on my home and gazebo were damaged in a recent hailstorm. Exex used Owens Corning shingles, and were able to offer a nice light grey shingle that coordinates beautifully with my home colors. Exex's phone number will remain in my phone directory! Evelyn L. Of Centennial, Colorado.

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REVIEW

Maria D.
Cape Coral, FL
Jul 02, 2018



Everything was great. My husband only has one complaint. The gutters need to be cleaned.

REVIEW

Yvonne V.
Aurora, CO
Jun 08, 2018



I AM EXTREMELY HAPPY WITH EXCEPTIONAL EXTERIORS. IN MY OPINION THEY LIVE UP TO THEIR NAME! I WILL DEFINITELY REFER THEM TO ANYONE & EVERYONE NEEDING A NEW ROOF.

REVIEW

William D.
Estero, FL
May 31, 2018



They worked on more than one property for me. I am happy with the service, but we had some miscommunications.

REVIEW

Edward J.
Denver, CO
May 21, 2018



The success of the project was structured through the operations guy, but the person who shined was Yon (or Jan) the sales manager. He was honest and was awesome.

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REVIEW

Donna B.
Fort Myers, FL
May 07, 2018



They did a great job. They came in and made sure there was no nails left around or anything like that. They cleaned up really well after. I am pleased with the work.

REVIEW

John P.
Lehigh Acres, FL
Apr 05, 2018



They are excellent and know their business. I will recommend them to anyone.

REVIEW

J.M.R.
Lakewood, CO
Feb 12, 2018



Best experience we ever have had with roof replacement. Exceptional Exteriors lives up to its name, Exceptional.

REVIEW

Patricia M.
Lakewood, CO
Feb 10, 2018



I would recommend Exceptional Exteriors to anyone who has time for and enjoys following up multiple times on project progress and to anyone that doesn't need their work completed in a timely manner. It is not clear to me how a roofing company can fail a roofing inspection on a laundry list of items, but with Exceptional Exteriors, it can happen.

REVIEW

Kimberley K.
Denver, CO
Jan 10, 2018



They were very professional!

REVIEW

Laura S.
Wheat Ridge, CO
Nov 30, 2017



Jan Otavsky was particularly helpful in helping me think through the best product for me and how to work through the process.

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REVIEW

Leo H.
Brighton, CO
Nov 22, 2017



Exceptional Exteriors are very professional. They explained to me the material to be used, the cost, and answered any related questions.

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REVIEW

Donald S.
Denver, CO
Nov 02, 2017



They did a great job.

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REVIEW

Jordan F.
Wheat Ridge, CO
Oct 17, 2017



They made it to be a painless process in the middle of a storm and Jan was very helpful after the storm for emergency repairs.

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REVIEW

Henry T.
Arvada, CO
Sep 28, 2017



They didn't come back to pick up their sign, but everything else was fine.

REVIEW

Jacob H.
Lakewood, CO
Sep 23, 2017



Exceptional Exteriors was very professional, timely, knowledgeable staff, and very helpful.

REVIEW

Ron L.
Denver, CO
Sep 11, 2017



They are great people to work with in a horrible time.

REVIEW

Albert T.
Golden, CO
Sep 01, 2017



Very professional, very pleasant to deal with. Good communication, able to adjust timing to our needs. The roofing was done perfectly. They left the area as clean as they found it. We did not find any nails after they left.

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REVIEW

Denise H.
Northglenn, CO
Aug 29, 2017



They did a great job!

REVIEW

Jackson V.
Lakewood, CO
Jul 06, 2017



Great experience! Nobody wants to be in the position to need a new roof, but Kyle was incredible in terms of working with my insurance company, thoroughly explaining and exploring all the options for our new roof, and following through with all commitments. Exceptional Exteriors isn't a bargain basement company, but more than delivers value for the money. And has fairly priced goods and services. The new roof looks great and our new ridge vents have already paid for themselves in terms of heat dissipation and comfort inside the house.

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