

CUSTOMER FEEDBACK REPORT *for*  
**Grip Top Restoration**



115 Boones Ridge Parkway  
Acworth , GA 30102  
(706) 474-7867  
www.griptop.com

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Grip Top Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Grip Top Restoration in Acworth, GA; Mcdonough, GA; Jackson, GA; Dallas, GA; Calhoun, GA; Griffin, GA; Atlanta, GA; Douglasville, GA; Ellenwood, GA; Covington, GA; and 25 other cities in Georgia.

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## Customer Feedback Summary

Of 118 customers surveyed, 75 responded



## Recent Reviews & Published Comments

REVIEW

Mark T.  
Acworth, GA  
Jul 19, 2019



The sales were great and professional. It was a quality job.

COMMENT

Additional Comment  
Jul 03, 2019

While they made a mistake with the color the first time, they came back out and repainted my fence. Once the error was identified, they contacted me immediately and said they would make it right and repaint it. I paid nothing until everything was done and they were sure I was happy.

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COMMENT  
Additional Comment  
Jul 02, 2019

I would like to give them a 5 if I could.

COMMENT  
Additional Comment  
Jul 02, 2019

Grip Top Restoration took time to research my situation. They left on Monday and got back to us on Friday with a solution. It was the best resolution.

REVIEW  
Peggy F.  
Acworth, GA  
Jul 02, 2019  
★★★★★

I felt that the staff was thoughtful and made an effort to research and consider my best options for my problem. They took the time to figure out the best solutions.

Comment from Grip Top Restoration

Thanks so much for your business! It was a pleasure working with you guys! We look forward to helping if needed in the future.

REVIEW  
Malcolm V.  
Monroe, GA  
May 15, 2019  
★★★★★

No business with this many "moving parts" can be perfect 100% of the time, but Griptop came close. Personal, professional, accountable are the adjectives here. Sure, their crew (and the weather) were not as perfect as Joe and Amy, but this is roofing, people! Difficult, messy, and time-consuming. I challenge you to find a better company!

REVIEW  
Karen S.  
Jackson, GA  
Feb 28, 2019  
★★★★★

Grip Top Restoration was professional and made the process for me very easy. I am a landlord of 10 houses and stay very busy with another full time job as well. They really made it easy for me, did all the leg work, came to my office of employment to sign paperwork and exchange money. I will use them again and recommend them to others.

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COMMENT

Additional Comment  
Feb 26, 2019

Steve is awesome! He felt more like a family member that was helping me out with some big decisions. He went above and beyond his call of duty on multiple occasions throughout this process. If he weren't already married, I would dance at his wedding!

COMMENT

Additional Comment  
Feb 26, 2019

I was most impressed with how easy the entire process was. My GripTop representative was there for me every step of the way, even during communication with insurance and financial agencies involved. This was so helpful having that support being new owning a home.

REVIEW

Thomas H.  
Jackson, GA  
Dec 25, 2018



Fast service due to full crew to do the job. Clean and a nice looking roof

REVIEW

David L.  
Acworth, GA  
Nov 20, 2018



Joe gave a great presentation and spent many hours helping us along with choices, prices and handling the insurance claim. He was patient and attentive. Although there were some frustrating issues with the roofing crew, these can be mitigated by clear communication from GripTop as to what the customer expects and what level of professionalism the roofing crew should demonstrate. I also requested gutters and the contractors that did this work were excellent and professional. I would recommend GripTop to anyone needing their services.

REVIEW

Gloria J.  
Loganville, GA  
Oct 23, 2018



They were very good, on time and even here before daylight trying to figure out what needed to be done and how. At the sight of daylight, they were on the roof working and bringing it up to code and did everything very fast. Joseph was great.

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### REVIEW

Stan C.  
Acworth, GA  
Sep 15, 2018



Joe and his crew did EVERYTHING they promised and more. They arrived when they said they would, left the premises fully cleaned and finished as they promised, when they promised, and were professional in every sense of the word!

### REVIEW

Jeffrey G.  
McDonough, GA  
Sep 14, 2018



Grip Top Restoration did a beautiful job on my home. They followed thru on all promises made. I'm usually very skeptical, but Grip Top earned my trust.

### REVIEW

Nick V.  
Acworth, GA  
Sep 01, 2018



Joe was very helpful and great to work with.

### REVIEW

Jesse H.  
McDonough, GA  
Apr 11, 2018



I recommend them to all the people that live around me. One of neighbors has leak and I told her use them.

### REVIEW

Eric M.  
Acworth, GA  
Apr 09, 2018



Joe was very knowledgeable and made us feel very confident and safe with going with Grip Top. We truly feel they are a great company and really are passionate about their work and their customers. We had no doubts using Grip Top and felt we were in good hands. Joe even walked our roof and inspected our attic for leaks or any roof issues before we even decided To go with them. This was very helpful as he took videos of what he found so we could see ourselves. We did not feel like "just a sale or another customer" and ultimately that was the reason we went with them and are very glad we did. Great job, Grip Top and thanks again for your professionalism!

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REVIEW

F.F.O.  
Acworth, GA  
Mar 07, 2018



Very pleased with the professionalism and very happy with the work.

COMMENT

Additional Comment  
Jan 19, 2018

We would like to recognize Arthur Rutherford for his tenacity in wanting to earn our business. We would like to recognize Joe and Amy for their continuous communication and quick resolve to the issues.

COMMENT

Additional Comment  
Jan 19, 2018

We appreciate the tenacity of our sales rep to earn our business. We also appreciate the responsiveness of the company as a whole to address issues.

REVIEW

Adam B.  
McDonough, GA  
Jan 19, 2018



I recommend Grip Top Restoration for your roofing needs. They replaced our roof in a timely, cost effective manner. We did have some issues with the installation crew. They worked too fast during the install to try and beat the rain. This caused some minor damage to our gutters and fascia. The leadership team at Grip Top responded swiftly, making the necessary repairs and communicating timelines every step of the way. This is a family-owned business that is very charismatic about their customers and quality of work.

Comment from Grip Top Restoration

Thank you for taking the time to review us! Sorry for the initial problems, and thanks for letting us make it right!

REVIEW

Dan S.  
McDonough, GA  
Jan 03, 2018



I had a problem with the television disk. It took a week to get it back. If I had known I would have scheduled them to come in earlier. My wife is unhappy.

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REVIEW

Jason J.  
Ranger, GA  
Dec 12, 2017



Very good experience and quick work.

REVIEW

Danny N.  
McDonough, GA  
Oct 18, 2017



I was very impressed with Arthur and grip top they did a great job and I really appreciate their work.

COMMENT

Additional Comment  
Sep 24, 2017

The installation crew was terrific. Our sales person was very conscientious in over seeing the crews' work.

COMMENT

Additional Comment  
Sep 22, 2017

SAM!!!!!! My kids love him.

COMMENT

Additional Comment  
Sep 22, 2017

They were perfect!

REVIEW

Brenton B.  
Calhoun, GA  
Sep 22, 2017



My entire subdivision was hit by the hailstorm of March 1st. Everyone needed new roofs. I chose Grip Top to do my roof. I have the best looking roof in my neighborhood and I would recommend Grip Top over and over. They were prompt, professional and delivered on exactly what they promised. The price was right, the product is amazing and if I ever need a new roof again Grip Top will be on speed dial. You will love Grip Top Restoration. Call Them!

Comment from Grip Top Restoration

Yeah its the best looking roof! Thank you so much for your business!

COMMENT

Additional Comment  
Sep 22, 2017

Sam for his professional presentation and quote for the services needed and Amy for her continued communication with me about the job both before and after.

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COMMENT

Additional Comment  
Sep 12, 2017

From the sales staff and down to the workers, was nothing but professionalism.