



31440 Winterplace Pkwy  
Salisbury , MD 21804  
(410) 219-9033  
www.herlsinc.com

**GUILDMEMBER SINCE 2013**

As a GuildQuality Guildmember, Herl's Bath & Tile Solutions relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Herl's Bath & Tile Solutions in Salisbury, MD; Ocean City, MD; Seaford, DE; Millsboro, DE; Berlin, MD; Lewes, DE; Ocean Pines, MD; Dover, DE; Laurel, DE; Baltimore, MD; and 384 other cities in Delaware, Maryland, Virginia, Florida, Pennsylvania, and 5 other states.

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# Herl's Bath & Tile Solutions

REVIEW  
Monica K.  
Easton, MD  
Jan 22, 2020  
★★★★★

Great experience. Love my new bathroom. Done on time. i was called every day and told who would be coming to work that day. Was shown along the way what was being done. I was consulted on placement of lights, towel bar, shower head etc. Have already suggested Herl's to friends.

REVIEW  
Anitra M.  
Chantily, VA  
Jan 18, 2020  
★★★★★

They did a great job and I am happy with the work.

REVIEW  
Susan C.  
Bridgeville, DE  
Jan 08, 2020  
★★★★★

I would never have anyone else do our bathrooms. This is our second home and the third bathroom they have done for us! They are the best!

REVIEW  
Joyce S.  
Dundalk, MD  
Jan 04, 2020  
★★★★★

enjoyed working with Herl's and meeting their people!

REVIEW  
David L.  
Laurel, MD  
Dec 31, 2019  
★★★★★

The installer was quite knowledgeable and adhered to schedule very well.

REVIEW  
William Z.  
Baltimore, MD  
Dec 23, 2019  
★★★★★

Very capable and polite people. Communication from sales person to rest of staff and to me was disconnected. Manager was **VERY RESPONSIVE** and handled adjustments to the situation as necessary. Our project was very unique--not ordinary.



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REVIEW

John M.  
Chincoteague, VA  
Dec 16, 2019



In general we are very pleased with the quality of the job and with the equipment installed by Herl's. We have two issues we are not happy with, one of the two light fixtures installed in one of our bathrooms doesn't work at all it should have been tested prior to finishing the job. If Herl's would have installed light bulbs in the fixtures, instead of leaving that up to the owner, they would have noticed the fixture didn't work. Second, they left the house a mess Herl's represents themselves as a high end provider they should do a much better job of cleaning up after their work. We had dry wall dust all over the house, and all over the bathrooms they worked on we had to clean.

REVIEW

Barbara R.  
Bridgeville , DE  
Dec 16, 2019



I love my walk-in shower. It's made things a lot easier for me. I feel a lot safer now.

REVIEW

David S.  
Magnolia, DE  
Dec 12, 2019



The two installers did an awesome job.

REVIEW

Douglas D.  
Ocean City , MD  
Dec 11, 2019



Herl's Bath and Tile gave me a showcase bathroom that I was looking for. There were some problems completing the job promised. Such as the tile was late in arriving, framework was done incorrectly, and the glass was measured incorrectly causing delays. I did work with the delays and Herl's. The final product helped to relieve these concerns.



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REVIEW  
Geneva C.  
Waldorf, MD  
Dec 10, 2019  
★★★★★

They did a phenomenal job and looking forward to bathroom number 2 to be remodeled, and scheduled to start!

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REVIEW  
Tilithia W.  
Hyattsville, MD  
Dec 08, 2019  
★★★★★

I will recommend Herls Bath & Tile to anyone who need a new bathroom.They do an excellent job.

REVIEW  
Luana C.  
Ijamsville, MD  
Dec 04, 2019  
★★★★★

I was extremely happy, the guy was wonderful.

REVIEW  
K.B.B.  
Dover, DE  
Nov 30, 2019  
★★★★★

We are satisfied with our choice of Herl's to handle our bathroom upgrades. We would recommend them to our friends and family.

REVIEW  
Barbara V.  
Dundalk, MD  
Nov 26, 2019  
★★★★★

Just love my walk in shower. That was thing I did for myself.

REVIEW  
Rafael L.  
Columbia, MD  
Nov 22, 2019  
★★★★★

Herl's delivered quality work and kept us informed at every step of the way. Great company.

REVIEW  
Ellen B.  
Milton, DE  
Nov 20, 2019  
★★★★★

I was most satisfied because the salesman was very good and their workmanship was excellent.



# Herl's Bath & Tile Solutions

REVIEW

Wade V.  
Dundalk, MD  
Nov 18, 2019



Love our walk in shower. Still waiting for my refund \$639. For the shower seat that we did not get.

REVIEW

John M.  
Shady Side, MD  
Nov 16, 2019



I would recommend Herl's to anyone looking to remodel their bathroom. Everyone was nice and helpful and they too care of any issues in a timely manner. I will be using Herls again for a future project.

REVIEW

Onedia P.  
Seaford, DE  
Nov 13, 2019



we had an old 1970's pink tub removed and had a shower installed its absolutely gorgeous.

REVIEW

Albert B.  
Bridgeville, DE  
Nov 13, 2019



Called Herl's because of our previous experience with the company. Once again we received excellent service this time from Trey. On time, competent work and beautiful result.

REVIEW

Ray N.  
Ocean City, MD  
Oct 29, 2019



Herl's Bath and Tile came to us highly recommended and they did not disappoint. From the estimate visit through construction, they were great. We are very pleased with the final product. We have shown our new shower to several potential customers; hopefully they will choose Herl's when the time comes. Herl's gets our highest recommendation.

REVIEW

D.H.M.  
Millsboro, DE  
Oct 28, 2019



I was thoroughly pleased with my experience with Herl's. I will certainly call on them again if I do any more remodeling.

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### REVIEW

Lydia R.  
Milton, DE  
Oct 25, 2019  
★★★★★

Everything was efficient and everything was done in 1 day. I went with them is because I heard good things about them.

### REVIEW

Jacquelyn T.  
Fruitland , MD  
Oct 24, 2019  
★★★★★

We are very pleased with what we got.

### REVIEW

Andrea T.  
Waldorf, MD  
Oct 17, 2019  
★★★★★

HB&T is 100% professional. From the Salesman (Louis Wright) who came into our home and displayed all the items and answered all our questions, to the amazing installers (Kyle & Glen) who performed such an outstanding job. We are 100% satisfied with this whole process and are still amazed it was all done in one day. We would refer HB&T to anyone and we would give a rating of more than 5 Stars in a New York minute. Thanks for the exceptional customer experience.-Andrea & Darrell from Waldorf, MD

### REVIEW

Connie L.  
Seaford, DE  
Oct 16, 2019  
★★★★★

I love my bathroom. The way they transformed it is awesome. I am very satisfied.

### REVIEW

Krista R.  
Lewes, DE  
Sep 20, 2019  
★★★★★

My bathroom is beautiful.

### REVIEW

Robert Y.  
Dalecity, VA  
Sep 13, 2019  
★★★★★

We were so impressed, we contacted them to come back to do a second job.

CUSTOMER FEEDBACK REPORT *for*

# Herl's Bath & Tile Solutions



REVIEW

Sandy M.  
Hebron, MD  
Sep 13, 2019



We were very pleased.

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