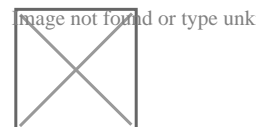


# CUSTOMER FEEDBACK REPORT *for* IM Painting Inc



1020 Calle Cordiller #104  
San Clemente , CA 92673  
(949) 492-7388  
[www.impainting.com](http://www.impainting.com)

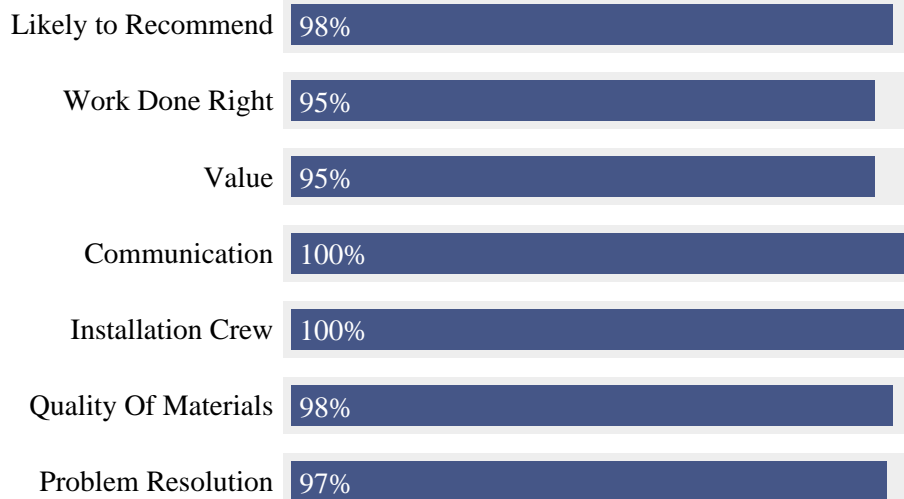
## GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, IM Painting Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of IM Painting Inc in San Clemente, CA; Dana Point, CA; Irvine, CA; Laguna Niguel, CA; Ladera Ranch, CA; Rancho Santa Margarita, CA; Aliso Viejo, CA; Mission Viejo, CA; Laguna Hills, CA; Corona Del Mar, CA; and 11 other cities in California.

## Customer Feedback Summary

*Of 78 customers surveyed, 43 responded*



## Recent Reviews & Published Comments

### REVIEW

Great clean work  
Geraldine B.  
San Clemente, CA  
Sep 11, 2018



### REVIEW

Great job including attention to detail,  
accommodating, easy to work with, on time, on  
schedule, no surprises.  
Phil G.  
laguna beach, CA  
Sep 13, 2017



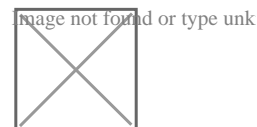
### COMMENT

everything  
Additional Comment  
Aug 31, 2017

### COMMENT

None  
Additional Comment  
Aug 31, 2017

# CUSTOMER FEEDBACK REPORT *for* IM Painting Inc



## REVIEW

Diane R.  
San Clemente, CA  
Jun 14, 2017



Great job, Thank you

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## REVIEW

Cathy S.  
210 43rd, CA  
Mar 15, 2017



IM painting was excellent. This was the second time I used them to paint the interior of my home. Very professional staff and the painting was impeccable. The price was very fair. They completed the project on schedule. I would definitely recommend IM painting to friends and family and use again in the future.

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## COMMENT

Additional Comment  
Feb 01, 2017

It was great and we're going to keep them on the books for future projects.

## COMMENT

Additional Comment  
Feb 01, 2017

I'd like to recognize John. I spoke with Bob once and he was very awesome as well.

## COMMENT

Additional Comment  
Feb 01, 2017

I was most satisfied with John's patience.

## COMMENT

Additional Comment  
Feb 01, 2017

I've already recommended someone to IM Painting.

## REVIEW

Adam  
mission viejo, CA  
Feb 01, 2017



John was very professional, knowledgeable, and patient. He was great to work with and personally came down the day after the job was done to follow up and make sure it was done right.

## REVIEW

Mike S.  
san clemente, CA  
Nov 29, 2016



Scott was really good at selling the job and the company. They were a little bit higher and turned out very good with a good value.

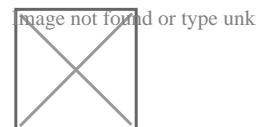
## COMMENT

Additional Comment  
Nov 29, 2016

I already have.

## CUSTOMER FEEDBACK REPORT *for*

# IM Painting Inc



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#### COMMENT

Additional Comment  
Nov 29, 2016

I have talked to some people about it. They will probably wait till next spring.

#### COMMENT

Additional Comment  
Nov 29, 2016

I think the quote and expectation was met.

#### COMMENT

Additional Comment  
Nov 29, 2016

Scott Rose was great!

#### REVIEW

Keith G.  
Mission Viejo, CA  
Nov 09, 2016



They did do everything they said they would do. There were a few things that needed to be changed and they did make sure we were happy in the end. They were very accommodating to my schedule also.

#### REVIEW

Brian M.  
san clemente, CA  
Nov 01, 2016



Great follow-up. They aim to please. Flexible and very cost effective. I would definitely recommend them.

#### COMMENT

Additional Comment  
Nov 01, 2016

the painters take pride in their work

#### COMMENT

Additional Comment  
Nov 01, 2016

John and Valentine

#### COMMENT

Additional Comment  
Sep 08, 2016

They were able to schedule my project timely.

#### COMMENT

Additional Comment  
Sep 08, 2016

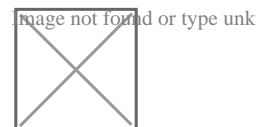
Already made a recommendation.

#### COMMENT

Additional Comment  
Sep 08, 2016

The 2 painters did a good job and John Castle had good follow-up.

## CUSTOMER FEEDBACK REPORT *for* IM Painting Inc



### REVIEW

Hsiang L.  
tustin, CA  
Aug 17, 2016



The overall quality is good. However, if they drop the price some then they would attract more customers. Keep up the good work.

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### REVIEW

LEONARD L.  
lake forest, CA  
Jul 22, 2016



IM Painting painted the exterior of my house last year. Fantastic job!!!! Got them back this year to paint interior walls & ceiling. Again, i'm happy to say i'm completely satisfied

### GUILDMEMBER SINCE 2016

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### COMMENT

Additional Comment  
Jul 22, 2016

My sister who lives in Laguna Niguel was also very impressed with the work done on my home. She will be going calling you next year.

### COMMENT

Additional Comment  
Jun 27, 2016

I was most satisfied that the product is of good value and the lead guy was very helpful.

### REVIEW

Nicole A.  
rancho santa  
margarita, CA  
May 11, 2016



I was extremely satisfied with IM Painting. Their price was very competitive and their team was professional and great to work with. The work was completed ahead of schedule and looked great. I would definitely recommend IM Painting.

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### COMMENT

Additional Comment  
May 11, 2016

Customer service and the quality of work performed. Completed ahead of schedule and looked great!

### COMMENT

Additional Comment  
May 11, 2016

Everyone at IM Painting was fantastic to work with: Scott Rose and Maimu were the two I interacted with the most. The crew of painters who painted my condo did an excellent job and were very friendly and professional.