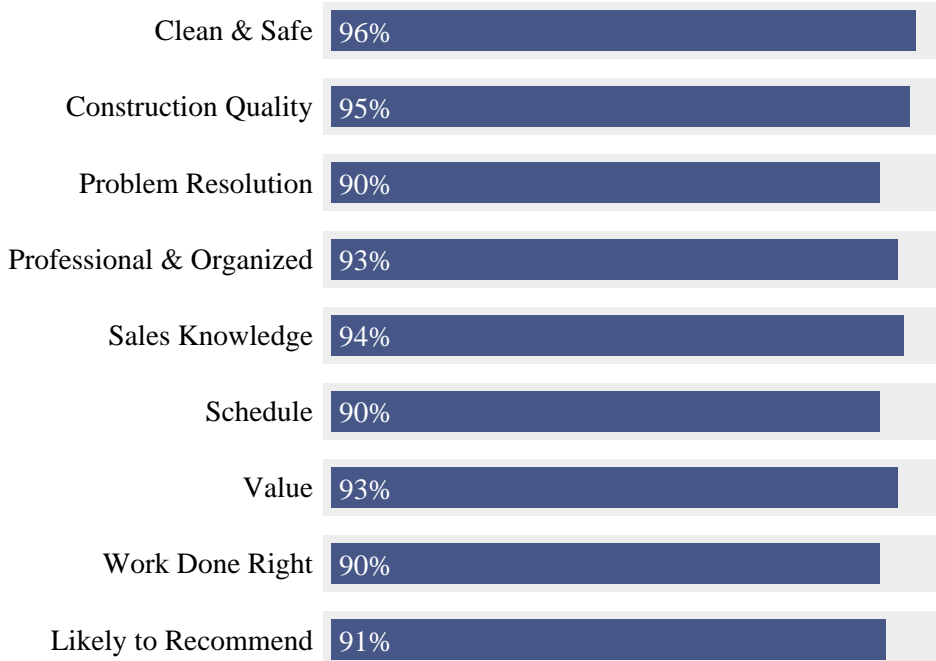


CUSTOMER FEEDBACK REPORT *for*  
**Joyce Factory Direct - Cleveland**

## Customer Feedback Summary

Of 2,838 customers surveyed, 1,625 responded



## Recent Reviews & Published Comments

REVIEW

Deborah G.  
Hudson, OH  
Jun 12, 2020



Joyce Factory Direct was a dream to work with. We were happy with everyone we met and worked with. Even the staff who answered the phone were helpful and professional!

REVIEW

Sarah J.  
Parma, OH  
Jun 11, 2020



Rick was very professional, knowledgeable, and respectful of my decisions.



1125 Berea Industrial  
Parkway  
Berea, OH 44017  
(440) 243-5700

### GUILDMEMBER SINCE 2014

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COMMENT

Additional Comment  
Jun 03, 2020

The two primary installers worked with several other people from Joyce Factory Direct as a team. Cooperation included the presence and help of 3 to 4 additional people to complete installing the large bay window safely. Even though teh extra help was only required for a short time they all worked together in a very plesant manner.

REVIEW

Paul W.  
Cleveland Heigths,  
OH  
Jun 03, 2020



Joyce Factory Direct people worked well together to provide a professional level result. Several neighbors and other people passing by have provided positive comments about the new Bay Window constructed and installed by them. It is nice.

COMMENT

Additional Comment  
Jun 01, 2020

I would like to recognize the installer. He was very helpful and considerate.

COMMENT

Additional Comment  
Jun 01, 2020

I would like to recognize Brian, Dave, and Bailey for their exceptional service.

COMMENT

Additional Comment  
Jun 01, 2020

I was most satisfied with the journey through the project and the outcome. Their people and craftsmanship are as good as it gets.

REVIEW

Jim R.  
Strongsville, OH  
Jun 01, 2020



This is a top-notch locally owned family business. Their employees are the best craftspeople that you could find and their work is impeccable.

REVIEW

Melinda D.  
Mentor, OH  
May 30, 2020



The project was very organized and went smoothly. We were impressed. The sunroom is beautiful.



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REVIEW

Jennie S.  
Creston, OH  
May 30, 2020



the crew was very efficient and very friendly  
answered my questions and cleaned up afterwards

REVIEW

Joan M.  
Independence, OH  
May 30, 2020



I would recommend Joyce Factory Direct to anyone.  
The installers were perfect in every way and clean.  
We are very satisfied!

REVIEW

Robert A.  
Brecksville, OH  
May 30, 2020



I thought everyone I dealt with at Joyce was  
competent and professional.

REVIEW

Nikki V.  
Windham, OH  
May 27, 2020



Andrea and the other installer did great work. I love  
the finished product.

REVIEW

Susan H.  
Willoughby, OH  
May 17, 2020



The two installers were very professional and  
answered all my questions. The site was kept very  
clean both days.

REVIEW

Jim P.  
Westlake, OH  
May 16, 2020



It was good business. I got what I paid for, and I'm  
happy.

REVIEW

Denise R.  
Green Springs, OH  
May 14, 2020



We were very pleased with everything from start to  
finish, including the estimate, contractor, and set up.  
We will definitely recommend them and already have.

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REVIEW

Jodi K.  
S. Euclid, OH  
May 13, 2020  
★★★★★

We could not be more pleased with our new bathroom. It is everything we hoped for and a lot more. I feel that Matt DeFord who was our installer did an A+++ job in every aspect. Would and have already recommended Bath Planet a division of Joyce Factory direct to friends and family.

REVIEW

JoAnn K.  
Doylestown, OH  
May 12, 2020  
★★★★★

They all did a very nice job and we would highly recommend them.

REVIEW

Clayton G.  
Elyria, OH  
May 12, 2020  
★★★★★

Highly recommend their product! High quality of windows and very satisfied with our decision to go with Joyce

REVIEW

Barb J.  
Avon, OH  
May 04, 2020  
★★★★★

The completed work is beautiful. I have to look twice at my home every time I arrive at my driveway. All the installers were kind and friendly. The time to complete my work was completely to my satisfaction.

REVIEW

David D.  
Sagamore Hills, OH  
Apr 28, 2020  
★★★★★

They have quality products, fair prices, and excellent service and installation.



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REVIEW

Dale C.  
Aurora, OH  
Apr 13, 2020  
★★★★★

We were not aware that a Moen magnet existed until Dwain explained it to us. I was really excited about it because I hate to be cold. The warm water flowing on me was exciting. Matt temporarily installed it until it fell off because of a sticker problem. I cannot take a shower without my husband holding the hand held shower head while I soap up. This is a real inconvenience! I like to take a shower every day, but that is a real problem. My husband doesn't understand how to install the magnet. I feel that Matt should have installed it permanently before he left for the day. The problem is yet to be addressed.

REVIEW

Rick F.  
Parma Heights, OH  
Apr 02, 2020  
★★★★★

The price I was quoted was the same price I ended up paying and they were professional. They removed all of the debris, cleaned up everything, used tarps to protect my floors, and were very knowledgeable.

REVIEW

Michael P.  
Middleburg Hts, OH  
Apr 02, 2020  
★★★★★

They did what they said and for the price they said, they cleaned up really well. I will use them again.

REVIEW

RoJean B.  
Garfield Heights, OH  
Apr 02, 2020  
★★★★★

Everything was good but I was disappointed that they didn't do flooring.

REVIEW

Robert G.  
North Canton, OH  
Apr 02, 2020  
★★★★★

My installers were excellent and I would take them back in a heartbeat.



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REVIEW

Roger R.  
Vermilion, OH  
Apr 01, 2020



They did a very good job of building our sunroom!

REVIEW

Kristine F.  
Barberton, OH  
Mar 19, 2020



Excellent job!

REVIEW

David W.  
Elyria, OH  
Mar 13, 2020



The two workers were professional, competent, friendly and did not waste time in doing the job. I was and still am totally satisfied in the completed work.  
Great crew

REVIEW

Elizabeth B.  
Canton, OH  
Mar 13, 2020



My walk-in shower is a dream come true.



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