

CUSTOMER FEEDBACK REPORT *for* Kieffer's Appliances



785 SUMNEYTOWN PIKE
LANSDALE , PA 19446
(215) 699-3522
www.kieffers.com

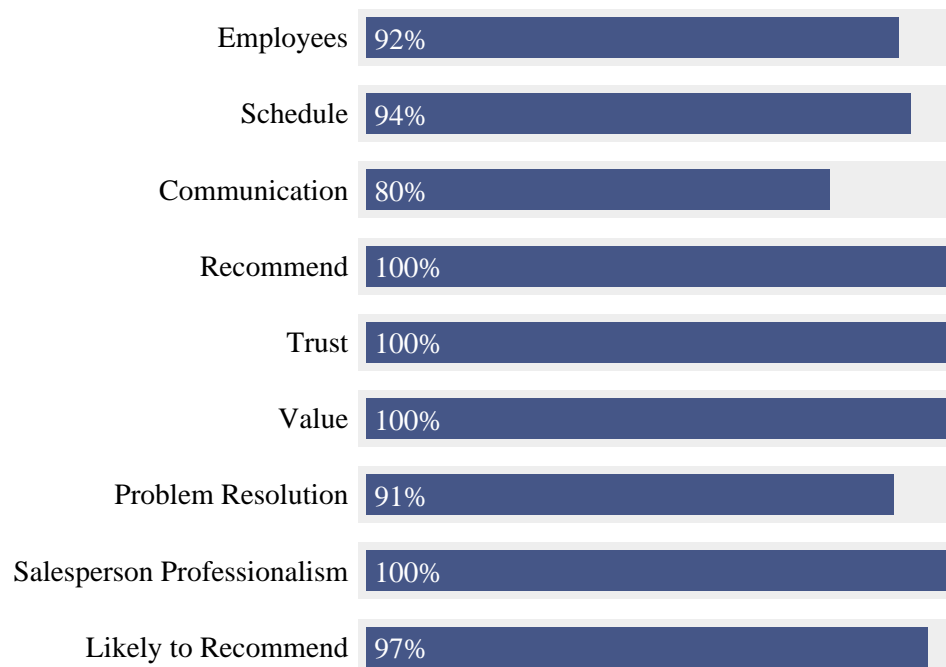
GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Kieffer's Appliances relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Kieffer's Appliances in Ambler, PA; Harleysville, PA; Philadelphia, PA; Doylestown, PA; Bryn Mawr, PA; North Wales, PA; Chalfont, PA; Collegeville, PA; Bala Cynwyd, PA; Norristown, PA; and 30 other cities in Pennsylvania and New Jersey.

Customer Feedback Summary

Of 61 customers surveyed, 40 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Aug 29, 2017

I was most satisfied with Kieffer's Appliances responsiveness.

COMMENT

Additional Comment
Aug 15, 2017

Kieffer's Appliances is a local company.

COMMENT

Additional Comment
Aug 14, 2017

I was most satisfied that it was very simple to get information, to find exactly what I wanted and the delivery people were beyond phenomenal. They had to do a lot of crazy install things to make it work!

COMMENT

Additional Comment
Aug 07, 2017

Price matched Lowe's and they included a few items with installation that Lowe's did not - new water hoses and new electrical connectors. You would have to pay additional for these items at Lowe's

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COMMENT

Additional Comment
Aug 07, 2017

Have been going to Kieffer's for new appliances for years.

COMMENT

Additional Comment
Aug 03, 2017

You guys did a great job. That is all I have to say.

REVIEW

Ruth S.
Bala Cynwyd, PA
Aug 03, 2017



Excellent experience. I will use them again.

Comment from Kieffer's Appliances

Thank you for the feedback Ruth- much appreciated!

COMMENT

Additional Comment
Aug 01, 2017

Were in and out quickly. Kieffer folks made the calls to connect with source of new cooktop, and reviewed our knowledge of field fit and electrical. All of that resulted in a flawless and timely installation.

REVIEW

Dave W.
Norristown, PA
Aug 01, 2017



We were able to see floor models, and with Kieffer staff knowledge we were able to make an informed decision. We upgraded to Induction, from electric, and learned quickly how to use the technology. The only issue was needing a new set of cookware.

Comment from Kieffer's Appliances

Thanks for the feedback Dave!

COMMENT

Additional Comment
Jul 10, 2017

Our contractor recommended Kieffer's Appliances and we are very happy that he did. The price was better than other places and their knowledge of induction cooktops was very helpful.

COMMENT

Additional Comment
Jul 01, 2017

Kieffer's Appliances delivers a wide range of products in all areas.

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COMMENT

Additional Comment
Jul 01, 2017

I recommend they follow up to make sure everything is going as planned. We are very happy with what we received and there were no problems but I feel there should still be a follow up with the customer to make sure everything is in line.

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COMMENT

Additional Comment
Jul 01, 2017

I have been satisfied with all areas but most of all I would have to recognize the delivery/installers.

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REVIEW

Douglas M.
Ambler, PA
Jul 01, 2017
★★★★★

From the moment we walked into their showroom, we were greeted warmly. Our salesperson listened to what we were looking for and spent the time to insure we had the product we needed, which was successful. Their installers were two teams. They took out our old refrigerator and put in the new one. They took care of all problems onsite.

Comment from Kieffer's Appliances

Thank you so much!

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REVIEW

Stan J.
King of Prussia, PA
Jul 01, 2017
★★★★★

We've been purchasing our appliances for about 10 years from Kieffer's and have been very satisfied with all of them.

Comment from Kieffer's Appliances

Thank you for your loyalty Stan!

COMMENT

Additional Comment
Jul 01, 2017

I was most satisfied with their professionalism. Often times, dealing with appliance people they try to oversell. They were very accommodating, answered all of our questions timely and promptly, and everything they said they would do they did.

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REVIEW

Tony M.
West Chester, PA
Jul 01, 2017



I was extremely satisfied! They surpassed all of my expectations and I would be more than happy to use them for appliances again.

Comment from Kieffer's Appliances

Thank you Tony!

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COMMENT

Additional Comment
Jun 29, 2017

Kieffer's did not fall short of our expectations, our sales person is trying her best and has been replying to all of the emails about this frig and it's problems.

REVIEW

Terry C.
Boyertown, PA
Jun 29, 2017



Not very happy with frig. Have it since June 6th and service man has been here twice and still not working properly. I am trying one more time for repairs and if not corrected we need to have new frig, spent alot of money and performance stinks.

COMMENT

Additional Comment
Jun 29, 2017

Charlie was so patient and responsive and I believed worked hard to find us what we really needed. The website and the ability to create an order previous to talking with Charlie made our life easier.

COMMENT

Additional Comment
Mar 09, 2017

I was most satisfied with the whole process and visiting the showroom. They have extensive options which was very nice.

COMMENT

Additional Comment
Mar 06, 2017

I had a great experience.

COMMENT

Additional Comment
Mar 06, 2017

For the microwave, we ended up using a different manufacturer because of size. I'm not sure if that was Kieffer's Appliances' fault. They had to come back to me with a different solution than the original we had chosen which was disappointing we couldn't go with the original brand.

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COMMENT

Additional Comment
Mar 01, 2017

Their Knowledge of the products and getting to know the customer's needs.

REVIEW

Angella B.
Strathmere, NJ
Mar 01, 2017

Great to work with. Very knowledgeable of the products.

COMMENT

Additional Comment
Feb 16, 2017

They was a lot of back and forth with Charlie and we had to change the order many times due to project alterations. He was very helpful in suggesting the right products for our needs.

REVIEW

Neil W.
Wayne, PA
Feb 16, 2017
★★★★★

Charlie was very helpful throughout the project. He always responded timely to answer my many questions and provided suggestions and adjustments as needed. Highly recommended.

COMMENT

Additional Comment
Feb 16, 2017

He answered all of my questions every time. I had a lot of questions about this item.

REVIEW

Tiffany W.
Philadelphia, PA
Feb 16, 2017
★★★★★

They are always there for me with any questions.

REVIEW

Jami S.
Villanova, PA
Feb 15, 2017
★★★★★

I recommend them 100%. They were helpful in a tough situation for us. They are wonderful.

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