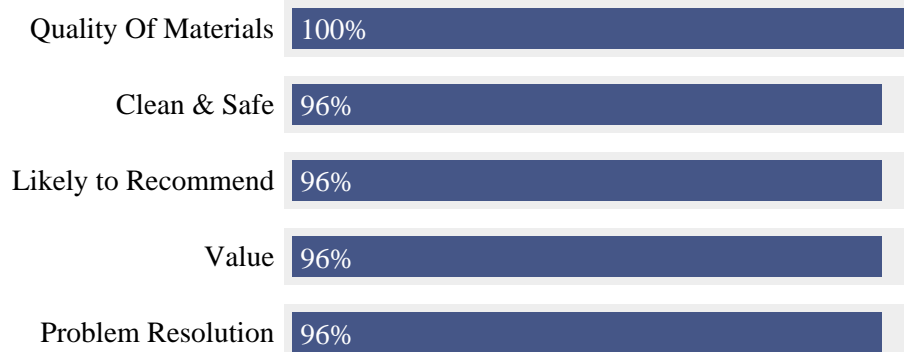


# Masters Exteriors

## Customer Feedback Summary

Of 49 customers surveyed, 26 responded



15712 mill creek blvd suite  
8  
Mill Creek , WA 98012  
(425) 471-9302  
[www.mastersexteriors.com](http://www.mastersexteriors.com)

### GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Masters Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Masters Exteriors in Mill Creek, WA; Everett, WA; Snohomish, WA; Lynnwood, WA; Mukilteo, WA; Bothell, WA; Marysville, WA; Lake Stevens, WA; Seattle, WA; Edmonds, WA; and 8 other cities in Washington.

In this report, Masters Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 26 out of 49 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

## Recent Reviews & Published Comments

### REVIEW

Derrick .  
Everett, WA  
Aug 23, 2019



They did an excellent job, and were very quick to respond.

*Comment from Masters Exteriors*

Hey Derrick, It was a pleasure working with you. We really value your feedback. Enjoy the rest of your summer. Sincerely, Masters

### REVIEW

Kate V.  
Mill Creek, WA  
Jul 16, 2019



Masters Exteriors installation quality is exceptional. Chuck and Juan were both very kind.

*Comment from Masters Exteriors*

Hey Kate, We appreciate your feedback. It was a pleasure working with you. Have a great summer! Sincerely, Masters

# Masters Exteriors

REVIEW

Nancy H.  
Bothell, WA  
Jun 25, 2019



Everyone at Masters was friendly and professional. My siding job was completed quickly, and I'm very satisfied with the outcome. I have recommended them to neighbors.

Comment from Masters Exteriors

Hey Nancy, It was a pleasure working with you. We are happy you let the Masters Crew take care of your home. If you ever need anything else don't hesitate to call us Sincerely, Chuck D.



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REVIEW

Bart F.  
Lake Stevens, WA  
Apr 19, 2019



Chuck was first rate in every way that you can imagine. The person he sent out to quote my roof was polite, professional, and knowledgeable. The quote was very fair and competitive and took into account things that they thought might be an issue. After receiving the quote we went to their showroom to look at the different products. Chuck was there and explained everything in great detail so my wife and I could make an informed decision. He never pushed anything that we didn't need, but did recommend things that would give a better product in the end. The crew had the entire roof torn off, replaced, and the site cleaned up in 7 hours. I even received a phone call in the middle of the repair to let me know that they had run into a unforeseen issue and this is what it is going to cost to address it. I cannot express enough my gratitude in the professionalism and skill his team showed, from beginning to end.

*Comment from Masters Exteriors*

Hey Bart! We were so lucky to have such a pleasant client such as yourself. Many thanks for your kind words, you are a gem!

COMMENT

Additional Comment  
Jan 03, 2019

When I pointed Chuck to some areas I knew there were rotten boards present, he immediately fixed the areas and further explored my attic to make sure nothing was missed. I know this set back the work crew, but am very appreciative that he took the time to do things the right way vs getting the job done as soon as possible.



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# Masters Exteriors



**MASTERS**  
CONSTRUCTION SERVICES

REVIEW

Liz J.  
Bothell, WA  
Dec 19, 2018



We really appreciate the workmanship and the attentiveness from Masters Exterior. We will definately hired them again in the future.

REVIEW

Don S.  
Mukilteo, WA  
Nov 03, 2018



Masters installation crew did a good job and was very polite and did a very good job of cleaning up the job site when they were finished

COMMENT

Additional Comment  
Oct 22, 2018

They all a fantastic job!

COMMENT

Additional Comment  
Oct 22, 2018

They did a quality job and I'm very happy, overall!

REVIEW

Chris S.  
Mill Creek, WA  
Oct 19, 2018



Masters replaced our roof, and later our siding. Their craftsmanship and commitment to quality shows throughout the process and the final product. Not only does our home look beautiful, we rest easy knowing the exterior of our home has been made secure against the Pacific Northwest weather.

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