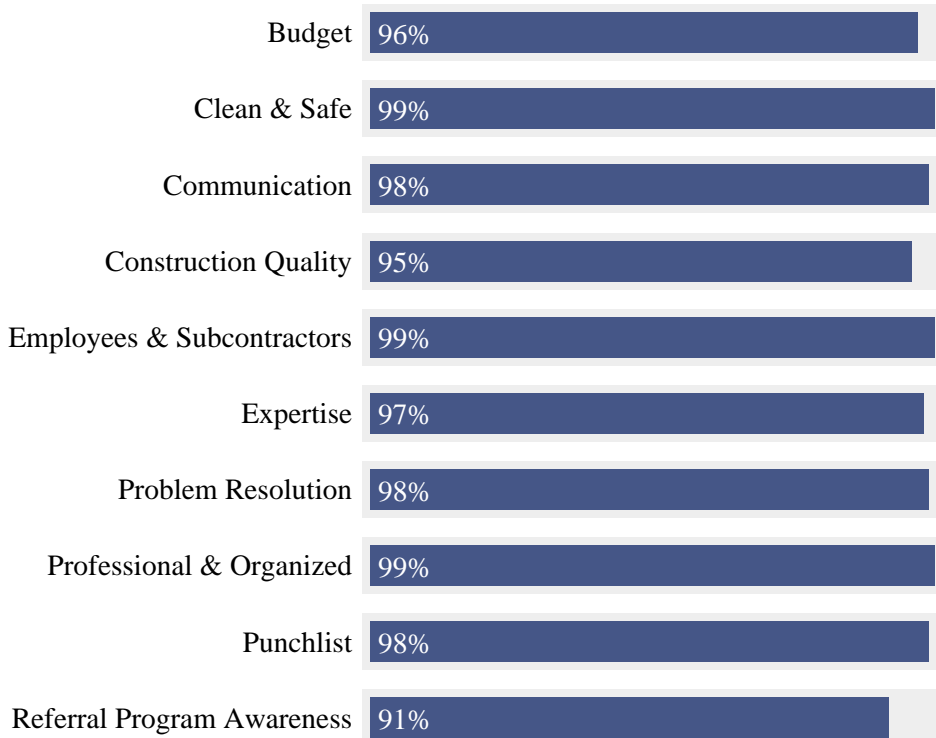


CUSTOMER FEEDBACK REPORT *for*
Quality Advantage Home Products Inc.



Customer Feedback Summary

Of 969 customers surveyed, 572 responded



610 N. Armistead Ave.
Hampton, VA 23669
(757) 315-8748
www.qahomeproducts.com

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Quality Advantage Home Products Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Quality Advantage Home Products Inc. in Virginia Beach, VA; Newport News, VA; Hampton, VA; Chesapeake, VA; Norfolk, VA; Williamsburg, VA; Yorktown, VA; Portsmouth, VA; Va Beach, VA; Suffolk, VA; and 33 other cities in Virginia and North Carolina.

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Recent Reviews & Published Comments

REVIEW

Paula S.
Hampton, VA
Jan 13, 2019



Totally satisfied! Completed on time, worked through a difficult installation with professionalism. Highly recommended! The installers were professional, careful, and answered all our questions. % Star installation, Thanks so much! Paul and Paula

REVIEW

Dulcet A.
Hampton, VA
Jan 10, 2019



I am thrilled with the outcome. But be prepaid to spend.

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REVIEW
Clarence B.
Norfolk, VA
Jan 09, 2019
★★★★★

I really enjoy the shower. I feel like I am on a vacation every time i get in the shower.

REVIEW
Able C.
Hampton, VA
Jan 07, 2019
★★★★★

They were very professional! I was 100 percent satisfied with the cleanup also!

REVIEW
Ed S.
Poquoson, VA
Jan 07, 2019
★★★★★

They did a good job.

REVIEW
Howard H.
Chesapeake, VA
Jan 07, 2019
★★★★★

Mr. Bryan, the General Manager, was more than outstanding! The work was accomplished ahead of schedule and Jose worked very hard and make sure everything was going great from being to end. The response I received for scheduling was MORE than ideal. Quality Advantage Home Products was very helping and resourceful as far as getting the job done.

REVIEW
Lisa L.
Virginia Beach, VA
Nov 27, 2018
★★★★★

The men that came out were very courteous and nice. They did a great job.

REVIEW
Keshia W.
Virginia Beach, VA
Nov 27, 2018
★★★★★

The work was to my liking! It came out better than I thought it was going to. I was happy with the outcome!

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REVIEW

Cynthia H.
Seaford, VA
Nov 26, 2018
★★★★★

The employees, Jose and his partner were exceptional. They were both kind and friendly, but stayed on the job and were constantly working .They got it done in a day and I would highly recommend them.

REVIEW

Anthony S.
Virginia BEach, VA
Nov 26, 2018
★★★★★

We are totally satisfied. I am handicap and could not get into a regular bath situation, this fits my needs very well.

REVIEW

Debra J.
Hampton, VA
Nov 01, 2018
★★★★★

Quality Advantage Home Products Inc. was outstanding in their job performance and was able to professionally answer any of my questions.

REVIEW

William D.
Chesapeake, VA
Oct 31, 2018
★★★★★

It looks very nice.

REVIEW

Marsha S.
Yorktown, VA
Oct 21, 2018
★★★★★

Quality Advantage offers courteous, professional employees who work hard to please and complete the job to customer satisfaction. I have had two shower projects completed by them, and I am pleased. The results,.workmanship, and communication are top notch.

REVIEW

Patricia M.
Hayes, VA
Oct 03, 2018
★★★★★

It was great.

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REVIEW

Keith S.
Virginia BEach, VA
Sep 14, 2018



Very disappointed with the initial project installation. The vinyl floor bubbled severely along the transition strip from the bedroom and was poorly cut with large gaps remaining next to the door jam. The solution was to "caulk it". This seemed to be the solution for all poorly fitted or installed material. Caulk it. The floor to ceiling laminate was floor to a half inch from the ceiling with poor fitment around the shower pan. The shower pan flexed up and down by at least 1/8th to 1/4 inch whenever you stepped in and out. None of the brushed nickel fixtures even came close to matching each other, so I had to demand a change to chrome. It took nearly a complete redo by the "foreman" to correct all the problems I identified. The only quality control is performed by the customer, so buyer beware. The only positive note was the foreman, Jose, who, after being questioned, agreed with me the initial effort was substandard. He worked diligently to correct all the problems. Thank you Jose. Thanks, but no thanks to any repeat business or referrals Quality Advantage.

REVIEW

Patti P.
Virginia Beach, VA
Sep 07, 2018



Quality actually completed the work earlier than predicted and I was very happy.

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REVIEW
Phyllis C.
Newport News, VA
Aug 29, 2018
★★★★★

Employees courteous and friendly. Good selection of colors and materials. Completed work as stated and on time. This was second job for me. Installed walk-in shower and built me a closet beside it. About six months later had them to replace floor and vanity in the bathroom. Excellent work

REVIEW
Christopher T.
Newport News, VA
Aug 27, 2018
★★★★★

I really communicated well with the workers and others who made phone calls, before, during, and after the work was done. They were courteous, and gave us all the information. We did not feel they were in a rush to get done and get away, because even after they were done, they called to see if we were satisfied.

REVIEW
George S.
Norfolk, VA
Aug 16, 2018
★★★★★

A very professional company offering a great product at a very affordable price!

REVIEW
Larry S.
Hampton, VA
Aug 08, 2018
★★★★★

I would recommend Quality Advantage Home Products Inc., they do very professional work and very efficient.

REVIEW
Violet H.
Newport News, VA
Aug 07, 2018
★★★★★

They're very good! We were pleased with them.

REVIEW
Eddie J.
Newport News, VA
Jul 24, 2018
★★★★★

I am very with my new bathrooms and the time it took to complete

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REVIEW

David S.
Porsmouth, VA
Jun 20, 2018
★★★★★

outstanding company

REVIEW

Maria B.
Virginia Beach, VA
Jun 15, 2018
★★★★★

The bottom of my shower is slick and if they could put something in there to make it not slick.

REVIEW

Daloris B.
Virginia Beach, VA
Jun 04, 2018
★★★★★

They had very nice, well-mannered people come and do the work. I am ready to call them again to come work on my bathroom.

REVIEW

John M.
Virginia Beach, VA
May 31, 2018
★★★★★

They did a great Job. Mike who was the lead installer was excellent, they did a fantastic job.

REVIEW

Lewis F.
Suffolk, VA
May 30, 2018
★★★★★

I was extremely impressed with the staff, subcontractors, and the quality of the material. We received numerous quotes, and even though Quality Advantage was a little more expensive than most, I am so grateful we chose to go with Quality Advantage on our bathroom project. I will definitely call upon the Quality Advantage team again.

REVIEW

Dolores S.
Hampton, VA
May 16, 2018
★★★★★

The installation crew was excellent. I was so pleased with these guys.

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REVIEW

Leonard C.
Suffolk, VA
May 16, 2018



We plan on doing another bathroom in the next 6 months or so. We plan on using Quality Advantage Home Products Inc., and we hope to get the same team of Jose and Jacob.



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