

# Refined Exteriors

## Customer Feedback Summary

Of 37 customers surveyed, 19 responded



5255 W 48th Ave  
Denver , CO 80212  
(720) 360-1611  
refinedexteriors.com

### GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of Refined Exteriors in Denver, CO; Lakewood, CO; Boulder, CO; Centennial, CO; Highlands Ranch, CO; Morrison, CO; Littleton, CO; Edgewater, CO; Aurora, CO; Wheat Ridge, CO; and 2 other cities in Colorado.

In this report, Refined Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in May 2017. In that time, 19 out of 37 customers (51%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

## Recent Reviews & Published Comments

### REVIEW

Lori W.  
Denver, CO  
May 20, 2019



Working with Refined Exteriors was a great decision for us. Jon has a very nice personal touch and communicated well with us through the process. He was very helpful and organized. He gave us an estimate, counseled our insurance adjuster to help us with additional items unique to our claim, gave us a plan and it went off without any issues. Our project manager, Ben, and the siding crew were excellent and friendly, very conscientious. And best of all, our home looks amazing. Thank you, Jon & Refined Exteriors

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REVIEW

Roy G.  
Denver, CO  
Aug 14, 2018



Refined Exteriors and its employees were professional in all facets of their interactions with us and our insurance company.

REVIEW

Margie S.  
Denver, CO  
Jun 01, 2018



It would be fair to say that I'm not just easy to please, so when I rate the various categories as "Strongly Agree," it is definitely a very positive reflection on my experience with Refined Exteriors. This project was our rental property, so Ben, our Project Manager, was very sensitive to the needs of our tenants, and always let us know when certain phases of the project would occur. Jon was excellent at communicating with me, and also was instrumental in explaining to my insurance company what was required to replace the damaged siding with a comparable product. My husband typically asks very detailed questions, and Ben had the technical expertise to address all of his concerns. Overall, Jon and Ben made this a seamless project for us and our tenants, and the finished product makes the house look more like it fits in with the accelerating price of real estate in this area.

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### REVIEW

Sarah K.  
Denver, CO  
Dec 15, 2017



Refined Exteriors replaced our roof and siding after a severe hail storm. They were very professional from initial sales through to completion of the project, and their pricing was competitive with other quotes we received. Also, their showroom was helpful in selecting colors for our siding and roof. As for the actual work, we are thrilled! The work crews were efficient, but took extra time to do the work right when needed. It looks like we have a brand new house! We'd definitely recommend Refined Exteriors to anyone in need of exterior remodeling or repair.

### REVIEW

Jaime B.  
Denver, CO  
Nov 29, 2017



Great company! Jon is organized, courteous, and motivated to get things done! Highly appreciated and would recommend to anyone! Super fast estimate and continued communication was key and they even worked with my budget. I would recommend for all projects big or small :)

### REVIEW

John G.  
Lakewood, CO  
Oct 23, 2017



Without question Refined Exteriors is the company of choice when remodeling the outside of your home. Jon Drew came up with several ideas for us, all of which we implemented, he definitely won the job with his creativity. Needless to say we now spend a great deal of time out front receiving compliments and gushing about refined exteriors.

### REVIEW

Rick D.  
Edgewater, CO  
Aug 16, 2017



Jon and Ben were great. There was a lot going on with all of the hail damage everywhere and they scheduled my work in quickly and worked with me. Great team and the crews that did the work were great.

# Refined Exteriors

REVIEW

Sloane G.  
Denver, CO  
Jun 05, 2017



I was extremely satisfied with the level of professionalism, organization, and quality work from this company. I was referred to Refined Exteriors from a friend and was not disappointed. Jon and his team were upfront about the entire project, the costs, and managed the project through completion. I would definitely recommend them and will be using them again if I have any future needs!

REVIEW

Jon R.  
Denver, CO  
Jun 05, 2017



Refined Exteriors did an excellent job with our project. They were knowledgeable professionals that addressed all my questions and completed the work within budget and ahead of schedule. I would highly recommend to anyone looking for their services!



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