



1151 Kapp Dr.
Clearwater , FL 33765
(727) 439-6827
rollshield.com

GUILDMEMBER SINCE 2019

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

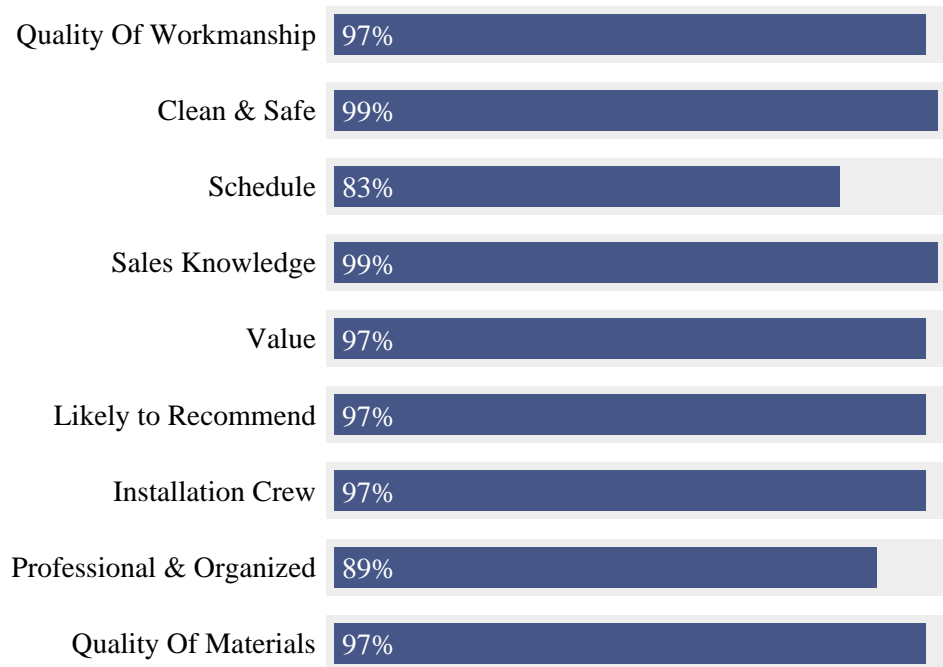
We have surveyed customers on behalf of Rollshield in Tampa, FL; Tarpon Springs, FL; Saint Petersburg, FL; St. Petersburg, FL; Apollo Beach, FL; Clearwater, FL; Largo, FL; Seminole, FL; Palm Harbor, FL; Lutz, FL; and 44 other cities in Florida, Delaware and District of Columbia.

In this report, Rollshield has published a summary of the customer feedback they've received since they joined GuildQuality in April 2019. In that time, 78 out of 144 customers (54%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

Rollshield

Customer Feedback Summary

Of 144 customers surveyed, 78 responded



Recent Reviews & Published Comments

REVIEW

Phyllis E.
Saint Petersburg, FL
Jun 24, 2019



I really like them and I use them for protection when I'm out of town. I use them for safety reason so people cannot break in. I put them partially down, to protect my home.

REVIEW

Diane K.
Apollo Beach, FL
May 15, 2019



Rollshield is fast and dependable. We love the product.

REVIEW

John L.
Belleair, FL
May 14, 2019



Due to the construction going on at our condo, Rollshield, worked around all the delays, very cooperative, and when approved by the HOV, installed the shutters in a very professional manner.



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REVIEW

David W.
Port Richey, FL
May 07, 2019



The agreement was no payment until installation then free for a year. After signing the agreement, they put on the apparent cost of materials. They charged me for that amount immediately and I had to contact them and tell them that per contract they could not charge me until installation. However, they did resolve it but it shouldn't have happened it the first place.

REVIEW

Dave W.
Saint Petersburg, FL
May 05, 2019



I think Rollshield's Customer Service leaves a lot to be desired. The install crew dropped and shattered one of the doors that was being replaced. Glass was everywhere. After the job was supposedly done a two man crew came back to try to fix what I was unhappy with. An argument ensued and one of the workers called me a expletive. When I talked with Joshua Robey he as much called me a liar that it happened. I felt that something should have been taken off for all the troubles we had and Joshua told me point blank he wasn't taking anything.



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REVIEW

Mark A.
Seminole, FL
May 01, 2019
★★★★★

We sustained some minor damage after hurricane Irma and decided to invest in protection for our windows and entry ways. By far, RollShield was the most informative and professional company that we contacted. Our consultant, Don Nowacki, visited our home in April 2017, explained all of their options, answered all of our questions and set our expectations about the entire process. They produce everything in-house and after Irma they were in high demand and we understood that we would not have an install for the next hurricane season. Fair enough. Don and the office was communicative during production and updating us on our expected date of install. We chose roll down shield for the main entry, accordion for the back door and fabric protection for the windows. Install date was set and met, the electrician followed after and the permit was closed in short order with no issues. The process, product and installation exceeded our expectations. I highly recommend RollShield!

REVIEW

Bob S.
Clearwater, FL
Apr 29, 2019
★★★★★

Great products, great company and a wonderful feeling of security during hurricanes and tropical storms.

REVIEW

Peter M.
Seminole, FL
Apr 25, 2019
★★★★★

Two (2) products we installed on house...1) Impact Windows and 2) Roll-a-screen on garage Great job....couple of minor delays in getting right dimensions. Deliver was delayed due to having to revisit for the re-measure issue. Overall, great work once we got thing together...in-and-out in a day on both installation



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REVIEW

Caroline G.
Trinity, FL
Apr 23, 2019
★★★★★

The workmanship was great from beginning to end. I would highly recommend them.

REVIEW

Steve S.
Tampa, FL
Apr 23, 2019
★★★★★

Ray was very helpful. He knows the product inside and out. There were a couple of different products I was leaning towards, and he explained why I didn't want those. He was knowledgeable and I enjoyed working with him.

REVIEW

June E.
Treasure Island, FL
Apr 22, 2019
★★★★★

I am totally satisfied with everything from start to finish.

REVIEW

Bill C.
Seminole, FL
Apr 20, 2019
★★★★★

Rollshield was in transition from one mfg. site to another that caused some technical and delay issues. Mgt. was most concerned and reacted quickly to resolve problems.

REVIEW

Donna W.
Citrus Springs, FL
Apr 19, 2019
★★★★★

Despite the problems with the office and poor communication throughout the process; the installers were prompt and very professional. Even the county building inspector was impressed with the quality of the shutters and instillation. The wait was worth it.

COMMENT

Additional Comment
Apr 19, 2019

None.

REVIEW

Clarence K.
Land O' Lakes, FL
Apr 19, 2019
★★★★★

The installation of my shutters and window covers was don on the scheduled date in a highly professional manner. The installers demonstrated how to install the window covers and left them folded ready for storage. Rollshield followed up with the Pasco building department to get the inspection scheduled and completed.



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COMMENT
Additional Comment
Oct 16, 2017

Rollshield more than met my expectations. From the first phone contact through the completion of the job, everyone was professional, considerate, and efficient in their work. The installers went out of their way to protect bushes under the windows calling for extra ladders, etc.

REVIEW
Joe .
Clearwater , FL
Aug 30, 2017
★★★★★

The whole company is great!

REVIEW
Fred B.
St. Petersburg, FL
Aug 20, 2017
★★★★★

Fair and reliable from start to finish.....

COMMENT
Additional Comment
Jul 16, 2017

Mandy

COMMENT
Additional Comment
Jul 10, 2017

They are an outstanding company.

COMMENT
Additional Comment
Jul 10, 2017

I was impressed with all of them, but the original person who came out for the sales who was really sharp, dressed sharp, professional and a classy guy. That impressed me right off the back. The brother of the owner, his attention to detail was also very impressive.

COMMENT
Additional Comment
Jul 10, 2017

Rollshield did not fall short of any of my expectations.

COMMENT
Additional Comment
Jul 10, 2017

I was most satisfied with the whole thing from beginning to end. They worked very well as a team and did a fabulous job. I cannot pick out one section that was better than another.



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COMMENT
Additional Comment
Jul 07, 2017
Great job done on the installation and Crimsafe is a truly quality product. Feel extremely safe in my home.

COMMENT
Additional Comment
Jul 07, 2017
The installer, Trae, and Chris Collard.

COMMENT
Additional Comment
Jul 07, 2017
All the staff was extremely helpful and job done efficiently with quality products.

COMMENT
Additional Comment
Jul 05, 2017
They all did good. The windows we had done years ago and about 8-9 years ago I had the sliding glass doors and front door put in. We have been really satisfied with them. It was just a little bit pricey. Good job, good work, good product!

REVIEW
Virginia K. Seffner, FL
Jul 05, 2017
★★★★★
All the windows, the front door, my sliding glass doors in the back, and my garage door that goes out - I wouldn't have all that stuff if I wasn't totally satisfied with it!

COMMENT
Additional Comment
Jul 05, 2017
Larry and Greg.

COMMENT
Additional Comment
Jul 05, 2017
Professional sales person and support. Good customer service, and their ability to satisfy customers. Very happy with the shutter.