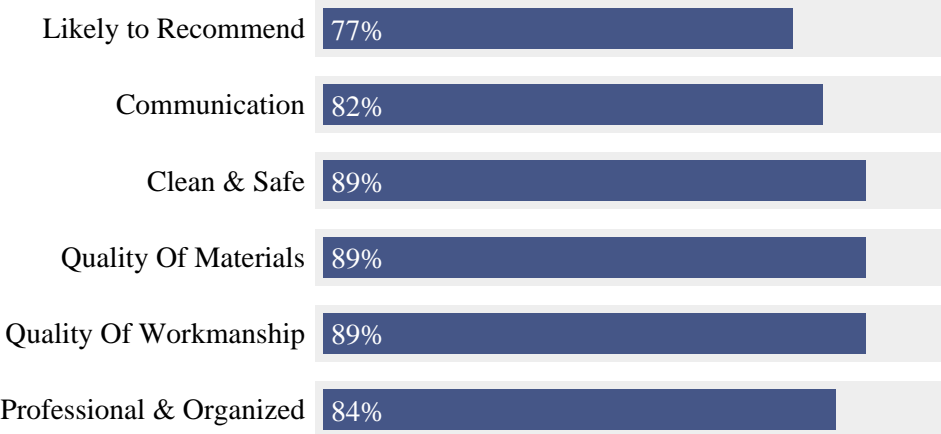


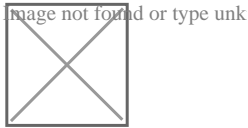
# BathWraps

## Customer Feedback Summary

*Of 365 customers surveyed, 180 responded*



## Recent Reviews & Published Comments



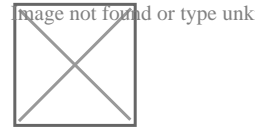
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(630) 227-1737  
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# BathWraps



REVIEW

Arlene M.  
Rogers, AR  
Nov 21, 2019



The salesman was top notch. We were 100% pleased and happy about that. From the time the workers got there, it was not done professionally. The work site was left just a mess after a couple of days. It took a long time to get somebody back out here. Finally Richie came and corrected a lot of the problems, certainly, but I'm still waiting for them to come replace the wall and paint. The work site was such a mess. They didn't have their own equipment. They used my vacuum and ruined it. They finally mailed me a new one I just got a few days ago. The inspector Richie came the night before to say he was coming the next day. The next day was the day I was going to the Better Business Bureau and the attorney general. He was knowledgeable, and he cleaned up what they did. I can't believe we spent that type of money and got that quality. That's months after the original thing. We still cannot use the Jacuzzi because the heater was not working. When they left, we ordered one a month and a half ago. We still don't have the heater, however Richie did call, and he's supposed to be getting someone here to fix the Jacuzzi without the air working--because the Jacuzzi is 50 percent power 50 percent air that's what makes it soothing to arthritic joints. With the air not working, we're not able to take advantage anything with the tub. It's not a good experience at all. I have people at the wellness center We're still surprised how it worked out. The mess they left is unbelievable.

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CUSTOMER FEEDBACK REPORT *for*

# BathWraps

REVIEW

Prince W.  
San Diego, CA  
Nov 13, 2019



I am perfectly satisfied with it and I did recommend them to someone else.

REVIEW

Private S.  
Lubbock, TX  
Nov 06, 2019



The company is not trusted and they lack communication skills. I had to look out for what they were doing and keep calling them to make sure the company was doing what they were supposed to do. They also have low integrity.

REVIEW

Patsy M.  
Star City, AR  
Oct 23, 2019



Only problem I had was the sales person would come in one day and cover everything. That did not happen took them two days and had dust everywhere. The second time I used it there was cold water and not enough water.

REVIEW

Charles T.  
MOUNTAIN HOME,  
AR  
Oct 07, 2019



The installer was very professional and thorough with the job. He did a great job.

REVIEW

Judy L.  
Little Rock, AR  
Sep 23, 2019



Very professional and highly efficient . . . truly love this walk-in tub!na

REVIEW

Tracy M.  
Milwaukee, WI  
Sep 17, 2019



I would like to recognize the young man that came out to do the work for his exceptional service! He did a great job an excellent job and I was very happy with him.

REVIEW

Vernon C.  
Sep 11, 2019



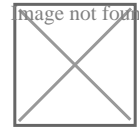
I really enjoyed it!

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CUSTOMER FEEDBACK REPORT *for*  
**BathWraps**

REVIEW

Ronald P.  
Oxford, MI  
Sep 09, 2019  
★★★★★

Our entire experience with your company has been excellent from start to finish. Our sales rep was very professional, personable, knowledgeable and helpful in finding the right solution for our particular needs and remained so throughout the entire process. Our installation team was outstanding. They were very professional efficient and completed everything on time despite running into a few challenges that were unique to our specific situation. Every one of your people exceeded our expectations. We would highly recommend Atlas and your exceptional staff to anyone.

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REVIEW

Mary T.  
Cleveland, NC  
Sep 04, 2019  
★★★★★

They were friendly, helpful, and answered all of my questions! It was a very pleasant experience!

REVIEW

Melissa H.  
Aug 02, 2019  
★★★★★

The installers were excellent and so far I am perfectly satisfied with the tub and installation. They were also very kind.

REVIEW

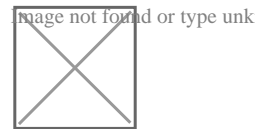
Karen G.  
Sierra Vista, AZ  
Jul 25, 2019  
★★★★★

Don't use them.

REVIEW

Julie R.  
Chesaning  
, MI  
Jul 23, 2019  
★★★★★

I would absolutely not recommend them. They wouldn't want to hear what I'm saying or want anyone to see what I have to say.



CUSTOMER FEEDBACK REPORT *for*  
**BathWraps**

REVIEW

Brenda F.  
Caney, KS  
Jul 13, 2019



If I had to do over again, I would have the door adjusted, it hits my knees. I really do like it and I use it everyday!

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REVIEW

Frank C.  
Jul 05, 2019



I was satisfied with the installation performed by MaxHome.

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REVIEW

Kathy B.  
Union, MO  
Jul 05, 2019



I love the product.

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REVIEW

John H.  
Laramie, WY  
Jul 03, 2019



I was pleased with the work and, so far, I'm pleased with the product.

COMMENT

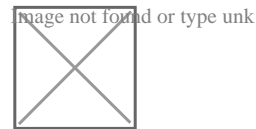
Additional Comment  
Jul 02, 2019

The installer and plumber were both fine. Tony and Steve.

COMMENT

Additional Comment  
Jul 02, 2019

I am most satisfied with the installation crew that came out, they were very professional and on time.



CUSTOMER FEEDBACK REPORT *for*  
**BathWraps**

REVIEW

Margaret P.  
Ellerbe, NC  
Jul 02, 2019



I was more pleased with the installation than with the whole deal. I had 3 different companies come into my house. They were the first. It was a bad day for me because I was in a lot of pain. The man stayed for 3 hours and kept going on and on. I was going to scream. I told him that I just wanted to see who had the best deal, and I had to lay down. He made me sign something that I thought was just saying that I listened to his pitch, but I was signing a contract for \$30,000. I am elderly. I will never pay this off. He was a very nice man and seemed to know what he was talking about, but it was like Chinese water torture. I had to go lay down. I know I shouldn't have signed everything. I wasn't paying attention to what I signed. My house was a mess because I was in the hospital for weeks. I told the guys that put it in, "I know you are used to working in much nicer houses than this, but I am paying for this. I appreciate the fact that you are not treating it like a dump," but they did. I have never seen builders leave their trash in the hallway and in my yard.

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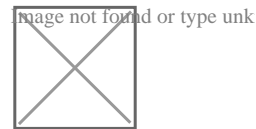
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REVIEW

Laurence O.  
Sparks, NV  
Jun 26, 2019



Deeply disappointed!!



CUSTOMER FEEDBACK REPORT *for*  
**BathWraps**

REVIEW

Jane L.  
Jun 12, 2019  
★★★★★

Andy told me that he had installed walk-in tubs for years before he switched to the sales side of the business. Therefore, when he looked at my 40 gallon water heater and said "it will probably work okay," I am sure hew was well aware that I would need a 50 Gallon tank to fill up the tub with hot water. He should have also told me that there are no 50 gallon water heaters make for mobile homes at this elevation. Now I have a very expensive tub that I am unable to use unless I pay an outrageous price for an on\*demand water heater that will take forever to fill the tub.

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REVIEW

Rich H.  
Pleasant Hope, MO  
Jun 06, 2019  
★★★★★

The installation went smoothly, the installer cleaned up after himself, and he was very professional.

REVIEW

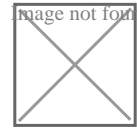
Margaret S.  
SURPRISE, AZ  
May 19, 2019  
★★★★★

Communications were not as smooth as we thought that they should be. Initial survey of project requirements was not very accurat, causing much more time to install the plumbing and electrical hook up. The projected time of installing the tub was 1.5 days. It required 3 days to finish the project.

REVIEW

Alvin D.  
May 13, 2019  
★★★★★

Very professional & caring company to work with. They were quick to return calls to any questions I had.



CUSTOMER FEEDBACK REPORT *for*

# BathWraps

REVIEW

Tom O.  
May 01, 2019  
★★★★★

Everyone did a wonderful job and completed it in less than a day. The guys were really quick and good. We are happy with everything.

Comment from NEWPRO

Hi Tom! We're glad to hear that the NEWPRO team finished your project in a timely manner and were a pleasure to work with. If you have any questions or concerns about your project, please do not hesitate to reach out to us. Thank you and welcome to NEWPRO!

REVIEW

Janice N.  
Apr 29, 2019  
★★★★★

I was very satisfied with the work and the length of time it took them to do it. They were very fast and the workmen were very friendly and courteous.

REVIEW

Terry R.  
LONG LANE, MO  
Apr 24, 2019  
★★★★★

Very courteous and excellent workmanship thank you we love our tub

REVIEW

Gail W.  
San Rafael, CA  
Apr 17, 2019  
★★★★★

I really appreciate how Reborn and particularly Tom Ford worked with me to make sure the final product turned out so well. It was bumpy. I appreciate when things are bumpy and someone comes through and works through it with me and makes me feel good about your company and I do.

REVIEW

James H.  
Dittmer, MO  
Apr 03, 2019  
★★★★★

I am very pleased with the work the service people did installing our walk in shower. They were very efficient and professional installers. The work was done to our liking and they cleaned up when they were done.

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