

CUSTOMER FEEDBACK REPORT *for*

Chagrin River Company Inc



REVIEW

D.M.M.
EASTLAKE, OH
Jan 16, 2018



Chagrin River Company is professional, honest and easy to work with. I would highly recommend them and have used their services for major projects.

8437 Mayfield Rd
Chesterland , OH 44026
(440) 729-7270
chagrinriverco.com

REVIEW

E.D.C.
SHAKER HEIGHTS,
OH
Dec 12, 2017



Chagrin River Company used innovative design ideas and kept the pace of design decisions reasonable. They did high-quality work for us, and the main staff are dependable, personable, and very skilled. We enjoy our beautiful kitchen and sun room!

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Chagrin River Company Inc relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

MOELLER J.
WAITE HILL, OH
Dec 09, 2017



Chagrin River Company has completed a number of projects, kitchen, laundry and bath at two of my homes and I have been very pleased with each one.

We have surveyed customers on behalf of Chagrin River Company Inc in Shaker Heights, OH; Pepper Pike, OH; Chagrin Falls, OH; Cleveland Heights, OH; Beachwood, OH; Chardon, OH; Lakewood, OH; Cleveland, OH; South Russell, OH; Chesterland, OH; and 14 other cities in Ohio.

REVIEW

E.M.M.
SHAKER HEIGHTS,
OH
Nov 22, 2017



Outstanding kitchen and bathroom renovations. Beautiful work - that has stood up to a demanding household! Would use them again and highly recommend them.

REVIEW

INKSTER I.
SHAKER HEIGHTS,
OH
Nov 19, 2017



The job was left unfinished. The backsplash in the kitchen was not done even though the materials were chosen together. I still have the samples from the tile company. On followup with the tile company it appeared that the order was never placed. The entrance for the kitchen to the hall was left undone. The cost of the job was quite a bit higher than expected which we paid willingly because the quality was outstanding and the staff were incredible. Despite calls/email to ask for completion of the job I was ignored. I was contacted however at tax time for an insignificant additional amount of money to be paid.