

CUSTOMER FEEDBACK REPORT *for*
Casualty Restoration Services, LLC

10935 Reed Hartman
Highway, Suite D
Cincinnati, OH 45242
(513) 554-0474

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Casualty Restoration Services, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Casualty Restoration Services, LLC in Cincinnati, OH; Hamilton, OH; Mason, OH; Mount Orab, OH; Fairfield, OH; Liberty Twp, OH; Loveland, OH; Dayton, OH; Covington, KY; Cleves, OH; and 27 other cities in Ohio and Kentucky.

In this report, Casualty Restoration Services, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in July 2016. In that time, 37 out of 107 customers (35%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2021.

REVIEW

Lance S.
Cincinnati, OH
Jan 18, 2020



Casualty restoration is a FRAUDULENT company. They received funds from my insurance company, then claimed to have never received them and filed a lawsuit against me.

REVIEW

P.L.-.
CINCINNATI, OH
Dec 07, 2019



They came in after an insurance preferred contractor did what we that was irreparable damage to our home after a catastrophic event. All our concerns were validated after an investigation from Columbus. They came in and without any issues made it as if nothing had happened. We couldn't have been happier with their work and crew.

REVIEW

T.L.R.
CINCINNATI, OH
May 13, 2019



Great service overall.

REVIEW

E.B.R.
LIBERTY TWP, OH
Apr 02, 2019



Excellent and high-quality workmanship and they are very professional and helpful.

REVIEW

Mark R.
Loveland, OH
Jan 12, 2019



Great experience. My only gripe - Clean up could have been better after roof work and siding install.

REVIEW

John R.
Cincinnati, OH
Dec 14, 2018



They outdid themselves. We had a carpet issue and they put new carpet down. There was minimal padding underneath and they used top notch padding. My stepdaughter rolled across the carpet, also my wife and son-in-law did the same. The work was superb. You couldn't you tell what was damaged. Everything was great.

CUSTOMER FEEDBACK REPORT *for*
Casualty Restoration Services, LLC

REVIEW

Elizabeth L.
Cincinnati, OH
Mar 13, 2018



Most of the work was told to me over phone. I didn't know when it would be done. Being away in a hotel was difficult. I appreciated being able to contact the company for recommendations. The owner did respond quickly.

REVIEW

Dixie S.
Florence, KY
Oct 06, 2017



Stay away from this company, they did not complete the job (did not install quarter round on flooring or purchase the flooring they were suppose to buy) after seeing the work they did installing my floors (glue all over new floors), my insurance company told me to go ahead and tear out the floors they had just installed and get new flooring and have it installed at their cost. My insurance company told me not to pay the deductible to him that they would take care of it and now he is trying to get me to pay him and I keep telling him to talk to my insurance company. One of his employees broke some of my items costing \$70 and he has not sent me a check to cover this.

REVIEW

Deborah P.
Hamilton, OH
Feb 14, 2017



Basically, he was unprofessional and, as I was a woman, he talked down to me. In general, he was a jerk.

10935 Reed Hartman
Highway, Suite D
Cincinnati, OH 45242
(513) 554-0474

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Casualty Restoration Services, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Casualty Restoration Services, LLC in Cincinnati, OH; Hamilton, OH; Mason, OH; Mount Orab, OH; Fairfield, OH; Liberty Twp, OH; Loveland, OH; Dayton, OH; Covington, KY; Cleves, OH; and 27 other cities in Ohio and Kentucky.

In this report, Casualty Restoration Services, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in July 2016. In that time, 37 out of 107 customers (35%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2021.