

CUSTOMER FEEDBACK REPORT *for*
Fresh Coat Painters of Florence, SC



Florence , SC 29501
(843) 594-0095

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Fresh Coat Painters of Florence, SC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Fresh Coat Painters of Florence, SC in Florence, SC; Timmons ville, SC; Darlington, SC; Summerton, SC; Hartsville, SC; and Heath Springs, SC.

In this report, Fresh Coat Painters of Florence, SC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2018. In that time, 40 out of 52 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2019.

COMMENT

Additional Comment
Jan 11, 2019

I was most satisfied with working with Russ. He is great, he is honest, trustworthy, dependable and pleasant. If there is any dissatisfaction or concerns he addressed it immediately, is apologetic, again at times we had a question or something and he was on top of it immediately. The people that work with him, for him are professional, courteous, pleasant, trustworthy, dependable and I can't say enough nicer things about them in that particular group at Fresh Coat.

REVIEW

Gavin M.
Florence, SC
Jan 11, 2019



Whenever we have painting needs they will be the first and only ones we call.

REVIEW

Gary S.
Florence, SC
Dec 11, 2018



They did a great job!

REVIEW

Gary S.
Summerton, SC
Sep 29, 2018



They did a great job!

REVIEW

Terry S.
Florence, SC
Sep 29, 2018



Excellent work. I would highly recommend them to anyone needing their home painted.

REVIEW

Gavin M.
Florence, SC
Aug 14, 2018



I would use them again at any time, I am very satisfied with their work and professionalism.

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COMMENT
Additional Comment
Aug 07, 2018
Russ Fortier was very professional as well as the painters

REVIEW
Barry R.
Hartsville, SC
Aug 07, 2018
★★★★★
Very professional and always arrived on time.

COMMENT
Additional Comment
Aug 03, 2018
I was most satisfied that they did exactly what I asked them to do.

REVIEW
James G.
Florence, SC
Aug 01, 2018
★★★★★
Rus & Mark went beyond when completing my paint job. When I thought it was done, Rus was not satisfied and redid a few areas. I am so satisfied with tl found FRESHCOAT

REVIEW
Jerry L.
Florence, SC
Jul 30, 2018
★★★★★
Fresh Coat did a great job on my popcorn ceilings and took care of some stainings and did a great job with that.

REVIEW
Frank D.
Florence, SC
Jul 24, 2018
★★★★★
I have already recommended Fresh Coat of Florence to all of my friends.

COMMENT
Additional Comment
Jun 28, 2018
I really appreciated the communication regarding scheduling and making sure the job was done to the right standards. I also appreciate how time was taken to get paint samples from my porch to color match and to check that I was happy with all colors.

REVIEW
James G.
Florence, SC
Jun 22, 2018
★★★★★
They are excellent. They got the job done, and it looks great! I'm happy and I'm getting lots of compliments.

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COMMENT
Additional Comment
Jun 15, 2018

The means of communication was great. Russ did a great job when communicating with us about what he was gonna do and when.

REVIEW
Joey M.
Florence, SC
Jun 15, 2018
★★★★★

I can't say how much of a relief it was to have Fresh Coat on the job. Prior to their arrival, we had trouble with a couple of different painters not showing up, walking away from a half done job & requesting advances for materials, etc. Russ and his crew arrived when they said they would, gave a firm estimate, didn't need anything up front (other than our approval), got right to work and didn't stop until they were done. Their work is top quality and they managed to clean up behind some messes that previous painters had made. I would highly recommend them, and plan to use them for future projects.

COMMENT
Additional Comment
Jun 01, 2018

Thanks again for a job well done. I will use Fresh Coat again for any of our future painting needs.

REVIEW
Carl W.
Florence, SC
Jun 01, 2018
★★★★★

Russ and his team were very professional, courteous, and punctual. They made sure everything was done to my satisfaction before leaving. I highly recommend Fresh Coat to anyone needing paint work done.

REVIEW
Jeff S.
Florence, SC
May 30, 2018
★★★★★

He did a great job. He's the most professional painter I've ever dealt with.

COMMENT
Additional Comment
May 23, 2018

They did a great job.

COMMENT
Additional Comment
May 17, 2018

They came when they said they would and worked efficiently to get us back to normal as quickly as possible.

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COMMENT
Additional Comment
May 17, 2018
Excellent!

COMMENT
Additional Comment
May 17, 2018
I would like to recognize Michael for his exceptional service.

COMMENT
Additional Comment
May 17, 2018
I was mosat satisfied with their workmanship and their personality. They were neat and nice to my customers.

COMMENT
Additional Comment
May 17, 2018
Absolutely!

REVIEW
Rosalee T.
Timmons ville, SC
May 17, 2018
★★★★★
The owner is very professional and went over everything. He was on site and checked their work. Other companies gave me quotes that were 3 times higher than his price.