

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Bill H.
Granite City, IL
Dec 27, 2019



This was to be installed several weeks earlier, and our order was found on a desk and had not even been ordered.

Comment from Jacob Sunroom & Exteriors

Our apologies. This happened at the manufacturer so was out of our control.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

REVIEW

Richard B.
Medora, IL
Dec 19, 2019



We are always very happy with their work.

Comment from Jacob Sunroom & Exteriors

Thank you for the kind words.

REVIEW

Ray B.
O'Fallon, IL
Dec 18, 2019



We love our sunroom, the Jacob employees were great, wish we would have done it years ago.

Comment from Jacob Sunroom & Exteriors

Thank you. We are happy you love it!

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Bill H.
New Athens, IL
Dec 06, 2019



I had difficulty getting a contractor to come out to my little village, two came out and never called back. The team at Jacob responded well (I went directly to the office/showroom after doing an on-line search and check). They were on time, an important issue to this retired military man. The cost was at the high end of the scale but it truly has been a "get what you pay for" experience. I thought the deposit was reasonable. It was a cash purchase so the agreement was easy for all of us. I have two more projects for them to begin, one of which will start in 4 days (more to come).

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

REVIEW

Terri Z.
Glen Carbon, IL
Oct 27, 2019



We have used Jacob Sunroom and Exteriors for two projects. They just make the process easy from the first contact to get the bid to the install of the product. We trust they will do the project right the first time and if we have any issues they will handle. The staff is wonderful to work with in all departments.

REVIEW

Willie M.
St Louis, MO
Oct 21, 2019



They did a wonderful job.

REVIEW

Patrick C.
Belleville, IL
Oct 21, 2019



Very happy with my new windows installed by Jacob!! Had original windows that needed to go and the new ones totally transformed the area and I can't wait to put in more windows

REVIEW

Theresa H.
Creve Coeur, MO
Oct 18, 2019



The crew at Jacob Sunroom & Exteriors came in as promised and did an excellent job with installing my fascia and soffit and completed the job in 2 days. Also, they did a great job cleaning up.

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Michelle M.
Belleville, IL
Oct 15, 2019



I am very pleased with the windows used, the workmanship, and the installer! They did an excellent job!

Comment from Jacob Sunroom & Exteriors

Thank you for the kind words!

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

REVIEW

Louis F.
Glen Carbon, IL
Sep 10, 2019



There seems to be poor understanding with the salesman, the staff, and the makers of roof & walls.

REVIEW

Randy A.
Crestwood, MO
Sep 03, 2019



Kevin Pirtle and Cliff Moore at Jacob were phenomenal. Great to work with. We recommend Jacob Sunroom highly.

REVIEW

Kathy S.
St. Louis, MO
Aug 16, 2019



I enjoyed working with the people at Jacobs they were courteous, professional and answered any of the questions I had .

REVIEW

Jimmie B.
E Saint Louis, IL
Aug 08, 2019



They are alright, Mr. Terry is a good man.

Comment from Jacob Sunroom & Exteriors

Thank you!

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Todd M.

Troy, IL

Jun 25, 2019



They did a good job, and got done ahead of schedule.

Comment from Jacob Sunroom & Exteriors

Thank you - we appreciate your review.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

REVIEW

David K.

Troy, IL

Jun 04, 2019



They did a very good job. We were pleased to work with Tom Chesley and Jim Peele.

Comment from Jacob Sunroom & Exteriors

Thank you!

REVIEW

Deanna P.

Saint Louis, MO

May 21, 2019



Jacobs Sunroom and Exteriors did a wonderful job installing a screened in patio. With Jacobs you can be sure the job will be done right and professionally.

REVIEW

Donnell W.

Fairview Hts, IL

May 20, 2019

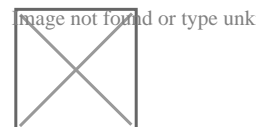


I felt that there was personal attention and appreciation of my circumstances all along the way.

Comment from Jacob Sunroom & Exteriors

Thank you!

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Steve H.
Fenton, MO
May 16, 2019
★★★★★

Jacob Sunrooms did a great job on our sunroom and deck. Everything looks great. We had a few questions when they were done. They went above and beyond to make sure we were totally satisfied with the finished results. I would not hesitate to recommend them and show off their workmanship.

Comment from Jacob Sunroom & Exteriors

Thank you.

REVIEW

Joan G.
Affton, MO
May 16, 2019
★★★★★

Terry was just wonderful to work with. Kelly and crew were fantastic. Thank you for great workmanship.

Comment from Jacob Sunroom & Exteriors

Thank you for the response. It is truly appreciated.

REVIEW

Mary D.
Washington Park, IL
May 13, 2019
★★★★★

They are excellent. This is my second time around with them and it has been good. Both the first time and the second time have been good experiences.

Comment from Jacob Sunroom & Exteriors

Thank you for the kind words. They are truly appreciated.

REVIEW

Mike W.
Fairview Hts, IL
May 10, 2019
★★★★★

Happy with our new gutters, soffit, and fascia! Good pricing, good service, good product.

REVIEW

Harry M.
Carterville, IL
Apr 23, 2019
★★★★★

They are all very nice, all business and very skilled in what they do. They were respectful of my time and property!

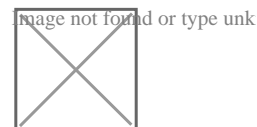
9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Michael L.
Saint Louis, MO
Apr 12, 2019



Terry Henson and the installers that put on my roof, siding, gutters and window are very professional in the work and manner in which they work with you to give you a great experience, I am very satisfied with the whole process that I went through with Jacob

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

REVIEW

David C.
Lebanon, IL
Apr 05, 2019



They got us in before we had planned, which was great, and the entire job was completed in 2 days! The crew worked fast and were very polite. Highly recommend them for siding!

REVIEW

Bill M.
O Fallon, IL
Mar 28, 2019



Jacob Windows has replaced virtually every window and door in my home and I expect them to last as long as we live here. Great materials and great service.

REVIEW

Jim S.
Caseyville, IL
Mar 25, 2019



I was especially impressed with the workmanship of their crew and especially the lead person.

Comment from Jacob Sunroom & Exteriors

Thank you for the kinds words.

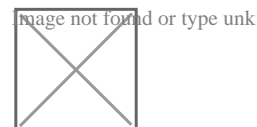
REVIEW

Frank B.
Waterloo, IL
Mar 19, 2019



I was very impressed with the communication and responsiveness from Jacob personnel throughout our project, including continual updates on the start date of our project. Once started, the Jacob crew was very professional and knowledgeable in answering questions and exemplified quality workmanship completing the job to our satisfaction.

CUSTOMER FEEDBACK REPORT *for* Jacob Sunroom & Exteriors



REVIEW

Dan B.
St Charles, MO
Mar 13, 2019
★★★★★

Once construction started they worked consistently until completion. The addition is great looking and we have received favorable comments from our neighbors. Very good company to have handled our project.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Sunroom & Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Sunroom & Exteriors in Belleville, IL; Saint Louis, MO; St. Louis, MO; Fairview Heights, IL; Collinsville, IL; O'fallon, IL; Granite City, IL; Swansea, IL; St Louis, MO; Edwardsville, IL; and 180 other cities in Illinois, Missouri and California.

REVIEW

Ken C.
O Fallon, IL
Mar 05, 2019
★★★★★

I think the experience from front to back was very positive. The only thing I had an issue with was the concrete that was done by a subcontractor but the rest of the staff from Jacob Sunroom and Exteriors was very professional, did a nice job, and everything is top shelf. I had some questions but they resolved most of those issues and I would recommend them to anybody. I am very happy!

Comment from Jacob Sunroom & Exteriors
Thank you Ken!

REVIEW

Linda H.
Granite City, IL
Mar 01, 2019
★★★★★

They were very professional and cost effective. The salesman was most kind.

Comment from Jacob Sunroom & Exteriors
Thank you for your response.