

CUSTOMER FEEDBACK REPORT *for* **Hinckley Roofing**

REVIEW

Bradley F.
MEDINA, OH
Jan 08, 2020
★★★★★

Hinckley Roofing made the process so easy. They are so professional and courteous.

3587 Ridge Road
Medina , OH 44256
(330) 273-2979

REVIEW

Tim R.
COLUMBIA
STATION, OH
Dec 14, 2019
★★★★★

Thank you, very pleased with my new roof. Chimney flashing great job!

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Hinckley Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Rick S.
BRUNSWICK, OH
Nov 27, 2019
★★★★★

We had a roof done at both our homes from Hinckley Roofing and both times Nick helped us and worked well to explain what they would be using in materials. Great crew worked on the roofs.

We have surveyed customers on behalf of Hinckley Roofing in Medina, OH; Lake Placid, FL; Brunswick, OH; Sebring, FL; Litchfield, OH; Wadsworth, OH; Panama City, FL; N. Olmsted, OH; Cape Coral, FL; N Royalton, OH; and 24 other cities in Florida and Ohio.

REVIEW

Dave B.
middlebass, OH
Nov 14, 2019
★★★★★

They came out to Middlebass Island for our project. Both my wife and I would highly recommend them; they did a professional job.

In this report, Hinckley Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in August 2018. In that time, 45 out of 82 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.

COMMENT

Additional Comment
Jul 09, 2019

I would like to recongize Scott for his exceptional service.

COMMENT

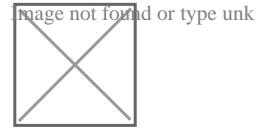
Additional Comment
Jul 09, 2019

I was most satisfied with the speed of completion.

COMMENT

Additional Comment
Dec 01, 2018

I work for a company now and another large company bought our company out. They produce a lot of products and they offer a top notch roofing material. If I went through them on their material I would get 25% off. Hinckley Roofing said they would use that product for me. I just can't say enough about your company. It is an awesome company.



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Hinckley Roofing

COMMENT
Additional Comment
Dec 01, 2018

When I came home they were almost done with the job. I had a dish mounted on top of my house that was no longer in use and they had already worked around it. It was 95 degrees outside and I asked the guy on the roof if they could remove it for me. He said no problem and dismantled it and shingled over it. That was a beautiful moment for me.

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COMMENT
Additional Comment
Dec 01, 2018

I heard about Hinckley Roofing from my wife's friend.

REVIEW
Bob V.
N. Olmsted, OH
Dec 01, 2018
★★★★★

I have seen many roofs go up in my neighborhood and over the 50 years of my life. This was the best scenario and outfit I have ever seen. It was top of the line.

Comment from Hinckley Roofing
Thanks for you kind words

COMMENT
Additional Comment
Dec 01, 2018

They were really nice every time I talked to them.

COMMENT
Additional Comment
Dec 01, 2018

They came to talk to us about getting a new roof, and he was really nice and explained things really well.

COMMENT
Additional Comment
Dec 01, 2018

I knew they had been around for a long time.

COMMENT
Additional Comment
Nov 28, 2018

Thanks for a great job!

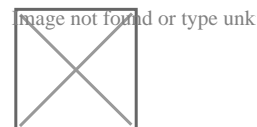
COMMENT
Additional Comment
Nov 28, 2018

I was most satisfied with the professional team they sent out.

COMMENT
Additional Comment
Nov 28, 2018

I've used them in the past for roofing repairs. I'm not sure how I heard about them originally.

CUSTOMER FEEDBACK REPORT *for*
Hinckley Roofing



REVIEW

Kenneth K.
Medina, OH
Nov 28, 2018



High quality work and they did it fast!

Comment from Hinckley Roofing

Thanks

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COMMENT

Additional Comment
Nov 13, 2018

We were very satisfied with what they did.

COMMENT

Additional Comment
Nov 13, 2018

We didn't have any problems.

COMMENT

Additional Comment
Nov 13, 2018

I would like to recognize their salesman.

COMMENT

Additional Comment
Nov 13, 2018

I was most satisfied with the speed in which it was done.

COMMENT

Additional Comment
Nov 13, 2018

We didn't have any.

COMMENT

Additional Comment
Nov 10, 2018

none

COMMENT

Additional Comment
Nov 10, 2018

used before

COMMENT

Additional Comment
Nov 07, 2018

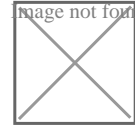
I was most satisfied with them getting it done in the timeframe I needed to have it done in.

COMMENT

Additional Comment
Nov 07, 2018

I heard about them through a friend.

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REVIEW

Kenneth W.
Cape Coral, FL
Oct 31, 2018



I was supposed to get a certificate for a 25-year roof, and I never got it.

REVIEW

Mark U.
Brunswick, OH
Oct 24, 2018



My only complaint was the crew could have been a little more protective of the house and surrounding area. After talking with Nick and Chad all seemed to go pretty smooth.

REVIEW

Mary G.
Lake Placid, FL
Oct 11, 2018



They were very trustworthy company to work with.

REVIEW

JIM Y.
CLEVELAND, OH
Sep 13, 2018



I was very satisfied with the professionalism and the installation of Hinckley Roofing.

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