

# Ikon Builders

## Customer Feedback Summary

Of 420 customers surveyed, 169 responded



## Recent Reviews & Published Comments

REVIEW

Richard W.  
Orange, CA  
Nov 13, 2019



Mold remediation. They did a beautiful job on the mold remediation.

COMMENT

Additional Comment  
Nov 11, 2019

The materials that I selected. They put in exactly what I wanted. The smallest thing, the site manager brought what I had in mind. He got me the counter-top that I wanted.

COMMENT

Additional Comment  
Nov 08, 2019

Great professional work



32158 Camino Capistrano  
San Juan Capistrano , CA  
92675  
(844) 800-4566  
[www.ikon-builders.com](http://www.ikon-builders.com)

### GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Ikon Builders in Mission Viejo, CA; Anaheim, CA; Huntington Beach, CA; Irvine, CA; Rancho Santa Margarita, CA; San Clemente, CA; Orange, CA; Laguna Niguel, CA; Santa Ana, CA; Dana Point, CA; and 75 other cities in California and Georgia.

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REVIEW

GUILLERMO G.  
Anaheim, GA  
Oct 11, 2019



I was very impressed Ikon Builders. They were professional, met all their commitments and timelines and did great work.

COMMENT

Additional Comment  
Oct 07, 2019

I was most satisfied with the project managers responsiveness and the finished product.

REVIEW

Chris F.  
Mission Viejo, GA  
Oct 07, 2019



Jeff Livingston was particularly effective as the project manager.

REVIEW

Jian W.  
Irvine, GA  
Oct 07, 2019



Highly satisfied with Ikon Builders's the rebuilding of our kitchen due to water damage. The crew is professional, clean, and easy to work with.

COMMENT

Additional Comment  
Oct 06, 2019

During the repair and painting process we had some challenging times: multiple visitors for varying periods of time and some medical emergencies. Our project manager, Adam, worked in a professional yet empathetic manner to help us work through these to complete the project as expected.

COMMENT

Additional Comment  
Oct 05, 2019

They did a very good job.

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REVIEW

David V.  
Yorba Linda, CA  
Sep 11, 2019



Ikon did a very good job with remediation work on our water damage claim. They did a good job surveying the damage and itemizing the repair costs to the insurance company. They did listen to us about an add on project and crediting a portion of the insurance claim proceeds from unnecessary repairs towards desired upgrades and referred us to some good professionals for repairs and add on job. I can't recommend them for repairs or add on projects as they are unwilling to itemize the total job quote including add-on projects (retiling master shower) like other companies, appeared deceptive about the actual material and labor costs of the total job, and gave unreasonable quote that was over \$10,000 more than what I could do through mid-priced professionals. It took a very long time to get the quote and to just get a very high bottom line number was disappointing as we had invested a lot of our time picking out materials with their suppliers and contractors and intended to use the company for repairs if reasonable.

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COMMENT

Additional Comment  
Sep 09, 2019

I am the most satisfied with the quality.

REVIEW

Tyler B.  
Capistrano Beach, CA  
Sep 09, 2019



We had some rocky parts, but Adam got us back on a smooth path.

COMMENT

Additional Comment  
Sep 09, 2019

I was most satisfied with the communication because it was really good.

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### COMMENT

Additional Comment  
Sep 06, 2019

Ikon bulders did not fall short of my expectations at all.

### COMMENT

Additional Comment  
Sep 06, 2019

I was most satisfied with Ikon Builders's professionalism that the timeliness. the finished product looks great.

### REVIEW

Joann W.  
Villa Park, CA  
Sep 06, 2019



We were very pleased with the work. The project manager, Jeff, was a delight to work with.

### REVIEW

Donald S.  
Placentia, CA  
Aug 22, 2019



Ikon Builders did an excellent job on our kitchen and we highly recommend them! Our Project Manager, Adam, was professional, communicative, and a good trouble shooter!

### COMMENT

Additional Comment  
Aug 09, 2019

I love that they brought me floor samples and cabinet samples and helped me choose what I liked. They made novel suggestions and that was nice. They did a good job with my staircase. I love their flooring prson, he did such a good job. He was a 10/10 he was the nicest person ever and worked so hard. Donavan was fabulous. He sent me pictures every day of pictures of my hose and was super attentive. I would want him again.

### REVIEW

Darcy Ure  
Ladera Ranch, CA  
Aug 09, 2019



Ikon Builders did a fabulous job with my home recommendation, and I highly recommend them.

### REVIEW

Jetonne M.  
Lakewood, CA  
Aug 08, 2019



Ikon Builders is very professional. They are on time. They complete the job task before or on time. They are never late. I will recommend them to anybody. They are great.

# Ikon Builders



COMMENT  
Additional Comment  
Aug 06, 2019

All of the areas, they are great.

REVIEW  
George N.  
Costa Mesa, CA  
Aug 06, 2019  
★★★★★

I had a very great experiences having work on our building. All of their staffs, from to top are the first class professionals.

COMMENT  
Additional Comment  
Aug 04, 2019

Fantastic turnaround time to complete project.

COMMENT  
Additional Comment  
Jul 24, 2019

I thought the painting was outstanding and the gentleman who replaced the cupboard, it looks amazing.

REVIEW  
Ernest T.  
Orange, CA  
Jul 24, 2019  
★★★★★

They were great. They were the best I've have ever seen!! I just love them!

COMMENT  
Additional Comment  
Jul 22, 2019

I was most satisfied with the restoration work.

REVIEW  
Jeetendra M.  
Tustin, CA  
Jul 22, 2019  
★★★★★

Ikon Builders have great service, and I would definitely recommend them to my friends, family, and neighbors.

COMMENT  
Additional Comment  
Jul 15, 2019

I was most satisfied with my experience with Ikon Builders due to their communication.

COMMENT  
Additional Comment  
Jul 15, 2019

The guys that did the kitchen were the best

COMMENT  
Additional Comment  
Jul 12, 2019

Everything that I needed to have done I talked to the project manager about. I'd certainly use them again.

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