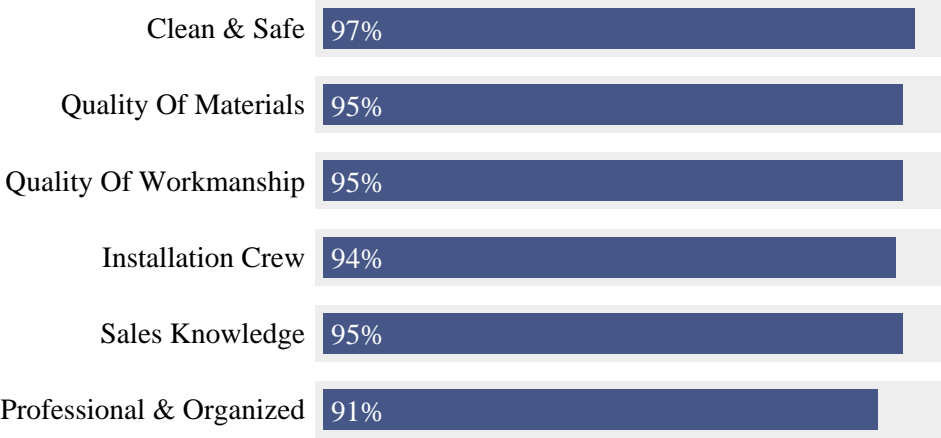




# CUSTOMER FEEDBACK REPORT *for* Improveit! Home Remodeling

## Customer Feedback Summary

Of 14,027 customers surveyed, 9,518 responded



4580 Bridgeway Avenue,  
Suite B  
Columbus , OH 43219  
(614) 291-5400  
www.improveitusa.com

### GUILDMEMBER SINCE 2010

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## Recent Reviews & Published Comments

REVIEW  
Paul H.  
Delaware, OH  
Jun 10, 2020  
★★★★★

Hired Improveit Home Remolding for the the 1st time. I experienced excellent communication throughout the renovation process. Their installers were professional, polite and provided quality workmanship. I will not hesitate to use Improveit again for my next home remodeling project.

REVIEW  
Richard A.  
Chillicothe, OH  
Apr 16, 2020  
★★★★★

Was only company willing to find a solution for our curved/bowed windows. Job looks great.

REVIEW  
K.H.A.  
Westerville, OH  
Apr 16, 2020  
★★★★★

The install team was extremity professional and very nice.

REVIEW  
Travis H.  
Dayton, OH  
Apr 15, 2020  
★★★★★

We appreciate Improveit! Home Remodeling. The bathtub the installed for us is better than anything we could have contracted out or done ourselves.



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REVIEW

William C.  
Fairfield, OH  
Apr 04, 2020



Improveit! Home Remodeling was fantastic.

REVIEW

Keith T.  
Ashville, OH  
Apr 03, 2020



They did a great job! They came in and did the job as promised, exceptional work. My wife and I are very satisfied.

REVIEW

Sandra L.  
Blacklick, OH  
Apr 02, 2020



I only saw Christopher in the morning and i want everyone to know how nice he was and what a beautiful shower he put in. When i got home everything was clean up. Thank you again Christopher.

REVIEW

Kenneth M.  
Reynoldsburg, OH  
Mar 19, 2020



They did a good job. They had to change up my installers which hampered my installation schedule. Overall, I am satisfied with the quality of the work and the supplies that they used.

REVIEW

Joyce D.  
Reynoldsburg, OH  
Mar 19, 2020



I was very pleased with Tom and he brought his wife, who did extra things for me that weren't required. I was very pleased.

REVIEW

Kathy M.  
Lebanon, OH  
Mar 19, 2020



We really appreciated Brad and Kyle, they were very professional, informative, and knowledgeable. We were very impressed with their work and professionalism.

REVIEW

David K.  
Dayton, OH  
Mar 17, 2020



Love my new Bathroom! Keith / install team was fabulous. Improveit is a little pricy, but I am happy with the finished product.

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REVIEW

Christina G.  
Marysville, OH  
Mar 04, 2020



Excellent job of installing shower system. Looks nice. Haven't actually used it yet as finishing the rest of the bathroom myself. Only time will tell if it was worth the investment.

REVIEW

Connie S.  
Milton, KY  
Mar 02, 2020



I recommend Improve It for my bath remodels. It was quick and they were clean. Maybe a little higher in price, but so efficient and the material with a warranty like theirs is worth the extra. Love it everyday I step in my showers and feel safe. Thank you.

REVIEW

Daniel B.  
Maineville, OH  
Mar 02, 2020



They were very professional.

REVIEW

Teri D.  
Johnstown, OH  
Feb 27, 2020



Great company with great products. I highly recommend them!

REVIEW

Veronica L.  
Columbus, OH  
Feb 27, 2020



The customer service representative does not pay attention to detail so they are essentially calling blind. It makes for bad service. They do not show up when you are waiting, and you do not receive a phone call.

REVIEW

Tracy J.  
Reynoldsburg, OH  
Feb 27, 2020



Our experience with using Improveit over the years has been excellent. We've had them put in sunroom, new windows, new front door, and just recently our master bathroom remodel. In each case, the workmanship and professionalism was outstanding. I think the pricing is fair for the quality of work we wanted for home. I also like the warranties they have and their mindset to get things right for the customer.

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REVIEW

Harry H.  
Mansfield, OH  
Feb 26, 2020



I think they have a good product, however, the installation process leaves a lot to be desired. The amount of people involved in the installation process creates too much confusion and disorganization, which leads to miscommunication. They would be better off to employ fewer higher skilled workers that can efficiently do the job from beginning to end rather than to employ more lower-skilled workers that do a lot of different jobs. It would end up being more cost-effective for them and then in turn for their customers.

REVIEW

Robert K.  
Bellbrook, OH  
Feb 17, 2020



The installers did a good job! They cleaned up after themselves every day; I am really happy with them!

REVIEW

Claudia E.  
Cleves, OH  
Feb 16, 2020



Every step of the process involved problems, miscommunication, sloppy work, deception, avoidance, confusion, lack of ownership of the issues, and cost WAY too much. For the price, I expected excellent service and a high quality job done correctly the first time. This is not the reality. The careless work, damage to surrounding area, poor attitudes - this company has soured me on home improvement contractors.

REVIEW

Jack R.  
Grove City, OH  
Feb 12, 2020



I'm satisfied with everything and they're a terrific installer.

REVIEW

Merlon J.  
Radcliff, KY  
Feb 12, 2020



I am very pleased with their experience, knowledge and their workmanship.

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REVIEW

Mercedes C.  
Columbus, OH  
Feb 11, 2020



I'm happy with my windows. I went ahead and lower my thermostat to 60% before I had to 68%. Let's see how my gas bill is going to be next month.

REVIEW

John T.  
Dayton, OH  
Feb 06, 2020



We appreciate everything they have done and the windows came out well. We had no problems.

REVIEW

Robert M.  
Springfield, OH  
Feb 05, 2020



Everything was great and the workers were really good. I would definitely recommend it.

REVIEW

C.K.D.  
Cincinnati, OH  
Feb 04, 2020



The installation crew went above and beyond the scope of the project. They did a great job.

REVIEW

James M.  
New Madison, OH  
Feb 01, 2020



They were easy going, friendly and explained things well. The windows are real nice.

REVIEW

Randall B.  
Wilmington, OH  
Jan 31, 2020



The installers we have had are really really nice. I would like to say they are like family.

REVIEW

Jerry S.  
Florence, KY  
Jan 31, 2020



We are so lucky to have had Kevin Harris and his team come out! They are the nicest guys to work with.

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**Improveit! Home Remodeling**

REVIEW

Earl S.  
Lancaster, OH  
Jan 29, 2020



I would recommend them to anyone who would want a walk-in shower in their home instead of a fitted tub. The quality of work is phenomenal.

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