

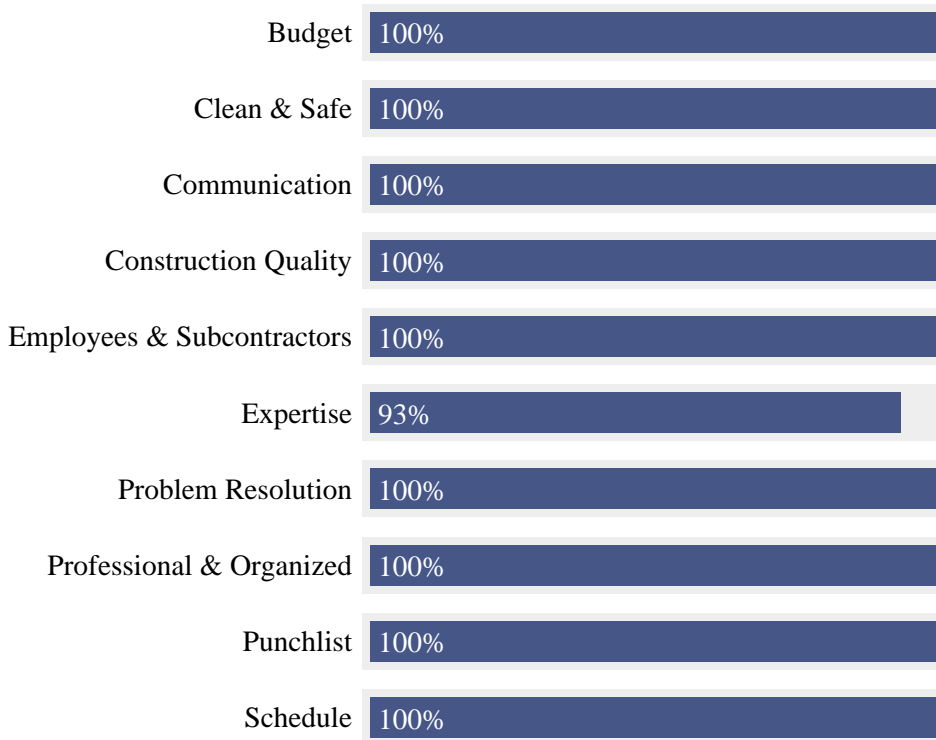
CUSTOMER FEEDBACK REPORT *for*
KSI Kitchen & Bath



Your home. By design. For life.

Customer Feedback Summary

Of 1,084 customers surveyed, 367 responded



9325 Maltby Rd
Brighton , MI 48189
(810) 229-9554
www.ksikitchens.com

GUILDMEMBER SINCE 2018

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Recent Reviews & Published Comments

REVIEW

PATRICIA P.
BRIGHTON, MI
Dec 02, 2019



All went well Every detail was very understanding,even the start date was updated.

COMMENT

Additional Comment
Dec 01, 2019

Stephen was a great help along with the entire team. He helped me with a couple changes that really enhanced the coffee bar and bd microwave cabinet , thanks to all .We will be back even though we will have along have a long drive !

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REVIEW

Dennis S.
GROSSE POINTE, MI
Dec 01, 2019



Sandra is amazing She went above and beyond to assist us I have and will continue to recommend Sandra and KSI Can't wait to see our new kitchen

REVIEW

KAREN H.
COMMERCE
TOWNSHIP, MI
Nov 19, 2019



Brianna was great - she really listened to what I was trying to accomplish in my kitchen remodel and helped to me fully visualize the end result!

REVIEW

ALEX P.
BRIGHTON, MI
Nov 15, 2019



The delivery went great, however after the fact we had one issue in regard to not really needing a portion of the cabinets. The salesperson who helped us throughout the process didn't really do anything to help us resolve our issue. Didn't feel the customer service was there in regard to such a large ticket purchase.

REVIEW

Eric N.
SOUTH LYON, MI
Nov 15, 2019



All around great experience. Jason was extremely helpful in our design and layout. We purchased countertops as well through KSI which made that process a breeze.

REVIEW

John T.
BELLE CENTER, OH
Nov 05, 2019



my bathroom looks beautiful. I am very pleased with the quality of work, would highly recommend

REVIEW

Rita H.
BRIGHTON, MI
Nov 04, 2019



The delivery team grouped the items according to their purpose making it easier for the installer. Furthermore, they were patient and willing to go item by item (again) with me if I chose to make sure all items arrived.

REVIEW

Rod B.
LIVONIA, MI
Oct 29, 2019



Well designed kitchen and great people to do the work, from concept to completion. We couldn't ask for anything better!

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REVIEW

Ruth S.
DUNDEE, MI
Oct 28, 2019
★★★★★

Went to 3 other Kitchen and Bath Centers to get ideas, talk to designer and price comparison. When we went to KSI, was pleased right from the start. Friendliness, knowledge, product and display. Our designer, Lisa, was a pleasure to work with and I have confidence in the contractor who has been out to go over the project with us.

REVIEW

Bill R.
WARREN, MI
Oct 15, 2019
★★★★★

Brooke Dando has been excellent to work with - pleasant, accommodating, professional and knowledgeable.

REVIEW

Don E.
TYRONE, MI
Oct 14, 2019
★★★★★

Great design team, thank you so much Sara! The delivery guys were also amazing.

REVIEW

Tim T.
DEARBORN, MI
Oct 01, 2019
★★★★★

I would highly recommend KSI to anyone in need of a kitchen or bath remodel

REVIEW

Cliff S.
Oakland, MI
Sep 30, 2019
★★★★★

Wished we could have hired KSI for our kitchen project versus Big BoxHD. Impeccable service and quality of work.

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REVIEW

TOM T.
BRIGHTON, MI
Sep 24, 2019



After a not so great start (KSI first attempt at cabinet install had fallen short in quality), KSI management immediately came to the rescue and did an outstanding installation in my new kitchen. KSI promptly and professionally "made good" on any original errors (it took one short phone call) - I judge companies by their standing behind their work. KSI did so with flying colors. Mistakes happen, lets face it - you can have confidence that if it ever occurs on a KSI project, they will correct it. I am not only very pleased - I am also very impressed with their going the extra mile to provide a high-quality outcome. 5 Stars,

REVIEW

Angela S.
OAKLAND
TOWNSHIP, MI
Sep 19, 2019



I was extremely happy with the whole process of remodeling our kitchen- from beginning to end. KSI was extremely professional and very easy to work with. Very happy with the new kitchen

REVIEW

TIM T.
DEARBORN, MI
Sep 17, 2019



Construction in your home while you live there is never easy but KSI, Tim and his crew were respectful and cleaned up daily, and their workmanship was impeccable I would absolutely recommend KSI to friends, family and neighbors.

REVIEW

PAUL G.
DEARBORN, MI
Sep 11, 2019



Our positive experience of remodeling our kitchen a few years ago prompted us to return to KSI to perform repairs and upgrades on two bathrooms this summer. In both cases, we were extremely happy with the quality of work.



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REVIEW

JAY S.
ADA, OH
Aug 29, 2019



We worked with Matt in designing our kitchen a few years ago and had a very enjoyable experience. Therefore we knew that when we went to remodel our bathrooms that we would want to work with him again. Matt is very detail oriented and patient with our questions and requests to see a materials as we wanted to be absolutely sure that we would love the finished product. Friends and family asked if we were going to go anywhere else to compare products and prices but we said no. The experience we get at KSI and working with Matt and Julie is spectacular and I can't imagine going anywhere else for our kitchen and bath needs.

REVIEW

David W.
Ann Arbor, MI
Aug 20, 2019



Jill Johnson, of KSI, worked with us on two projects. She was wonderful to work with on both of them. Her input on design, materials, and installers was spot on and ensured high quality and timely completion of both projects. We are completely satisfied with the experience of working with her and KSI! We have highly recommended Jill and KSI to several friends.

REVIEW

Robert L.
Saint Clair Shores, MI
Aug 20, 2019



I worked with Jim Ross as my sales rep and he was outstanding. He was extremely knowledgeable of the business and answered all of my questions in a timely fashion. He even met me at my house early in the morning for my measurements to accommodate my work schedule. Excellent customer service!



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REVIEW

Chase M.
Wapakoneta, OH
Aug 20, 2019



Jeremy was great to work with. He changed the design to meet our needs. The cabinets are beautiful and seem like they are good quality. I would say everything went well up until the cabinets were delivered. The cabinets were ordered and delivered in 4-5 weeks. The delivery person didn't call when he arrived. We received the wrong box of screws and touch up-paint when they delivered everything. We ordered solid hardwood sides, pressed-wood is what was delivered. Its been 6-8 weeks and we are still waiting on the correct pieces to finish installing the cabinets.

REVIEW

Tom B.
Mount Clemens, MI
Aug 17, 2019



Everything was great with KSI Kitchen & Bath.

REVIEW

Jacob B.
Brighton, MI
Aug 17, 2019



Ordered my third kitchen with KSI all the experiences have been good except this last one. Felt oversold and taken advantage of on options i didn't request, want, or am going to use. When asked about returning item is didn't want and or mean to order i was denied. When asked for a breakdown of all the items before ordering with pricing i was denied. Told the sales person to mirror the last kitchen as far as options go and that was not done. The layout provided and cabinets shipped were too long for the space and extended past the envelope of the kitchen. A smaller replacement cabinet had to be ordered which delayed the counter top install and over all remodel. The actual team that delivered the cabinets were great, the rest of the the experience not so much.



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REVIEW

Brendan B.
Clinton Township, MI
Aug 16, 2019



Our experience was amazing! Brooke Dando and Mark were amazing through the whole process. We were informed through every step and couldn't be happier with the results!

REVIEW

Lynn S.
Saint Clair Shores, MI
Aug 15, 2019



I was overwhelmed in the beginning. Working with Susan made the planning fun and easy. Once I saw the plans, very thing fell into place. Can't wait to see the finished product!

REVIEW

Phil B.
Farmington Hills, MI
Aug 06, 2019



We are completely satisfied with the service KSI provided to us. Our new kitchen turned out beautifully. Any minor issues during the process were handled quickly and to our satisfaction. Shaynna Dubrinsky at the Livonia store was a pleasure to work with.

REVIEW

Betty P.
Clinton Township, MI
Aug 02, 2019



Everyone was extremely professional and friendly. And I can't say enough about the finished bathroom! Amazing!

REVIEW

Don S.
Sterling Heights, MI
Aug 01, 2019



This is the third time we have used KSI and we are extremely satisfied with the final results each time.

COMMENT

Additional Comment
Jul 31, 2019

I have really enjoyed working with Lloyd Endsley. We are building a new home and he has made this part of the process a lot less stressful.