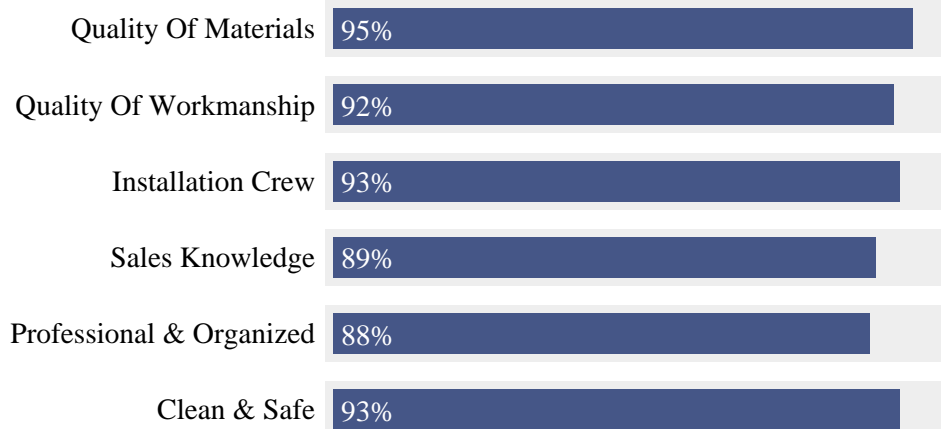


# CUSTOMER FEEDBACK REPORT *for* Owens Corning Basement Finishing System



## Customer Feedback Summary

*Of 2,456 customers surveyed, 1,358 responded*



One Owens Corning Pkwy  
Toledo , OH 43659  
(800) 227-3636  
1800BASEMENT.com

### GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Owens Corning Basement Finishing System relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Jan 16, 2018

The workers did a great job leaving my home near and clean at the end of each work day. The job moved along very quickly. I was very happy with the results. Any issues that came up were quickly resolved to my satisfaction.

### COMMENT

Additional Comment  
Oct 04, 2017

They were great and I couldn't have asked for a better company. They became part of our family and we still talk to them.

### COMMENT

Additional Comment  
Oct 04, 2017

I was most satisfied with the whole entire project.

### COMMENT

Additional Comment  
Jun 17, 2017

the crew that came to my home.

### COMMENT

Additional Comment  
May 02, 2017

I would like to recognize Jose Hernandez for his exceptional service.

### COMMENT

Additional Comment  
May 02, 2017

I was most satisfied with the installer and supervisor for their dedication to their work and delivering quality workmanship.

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COMMENT Additional Comment Apr 29, 2017	I would like to recognize the workers.
COMMENT Additional Comment Apr 29, 2017	I am most satisfied that the work was prompt and the quality of the work.
COMMENT Additional Comment Apr 17, 2017	Our contractor Gordon Holiday was incredible. His work was exceptional. He always communicated clearly and gave great suggestions
COMMENT Additional Comment Apr 17, 2017	I was most satisfied with the overall look and quality of the work that was done here, and the appeal.
COMMENT Additional Comment Apr 12, 2017	I would like to recognize the installer for his exceptional service. He came from over an hour away and was very punctual every morning.
COMMENT Additional Comment Apr 12, 2017	I was most satisfied in all areas of the job.
COMMENT Additional Comment Apr 11, 2017	They were very professional. They came in and out of the house unnoticed. They were reliable and we knew they would always lock up when they were done. Tim was excellent!
COMMENT Additional Comment Apr 11, 2017	That was very good!
COMMENT Additional Comment Apr 10, 2017	They did a great job and the room is very nice. I'm enjoying it!
COMMENT Additional Comment Apr 07, 2017	The materials make the basement look great. The workers were polite and efficient.
COMMENT Additional Comment Apr 04, 2017	The crew was very good. They were knowledgeable and helpful. The installation was fast and relatively painless.

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COMMENT Additional Comment Apr 04, 2017	The whole experience was easy, well explained, and worth the time and money.
COMMENT Additional Comment Jan 06, 2017	Everybody was so professional from day one and the installers were more than I expected. I was also very satisfied with the finished product. The building inspector was amazed by the work that was done.
COMMENT Additional Comment Nov 04, 2016	I was most satisfied with the salesperson and the installation crew.
COMMENT Additional Comment Oct 26, 2016	This was an 80 year old basement that was very challenging. The construction crew was very clever in working through these challenges and took pride in their work. We are very pleased with the end results. If we had it to do all over again we would.
COMMENT Additional Comment Oct 19, 2016	Our room was completed ahead of time. We were very satisfied with the end result. Our project manager was very visible, most responsive, and always helpful when needed!
COMMENT Additional Comment Oct 18, 2016	They exceeded my expectation, I didn't think the basement would turn out the way it did. I was very pleased with the installer. He educated me and my wife in everything we had to do.
COMMENT Additional Comment Oct 18, 2016	I was most satisfied with the workmanship. My crew was very good and did a good job.
COMMENT Additional Comment Oct 06, 2016	I was satisfied with the timeliness. They stuck to their schedule and the subcontractors were wonderful and really good guys. I was happy with them.

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#### COMMENT

Additional Comment  
Sep 14, 2016

Ralph made it easier to understand and made recommendations for work to be done. I did more than just the basement system. The installers were exceptional.

#### COMMENT

Additional Comment  
Jul 20, 2016

I was very satisfied with the customer service, that goes a long way!

#### COMMENT

Additional Comment  
Jun 30, 2016

I would like to recognize all 3 installers. They knew what they were doing. They were like a well orchestrated clock machine.

#### COMMENT

Additional Comment  
Jun 28, 2016

I was most satisfied with the communication as far as when they were coming and what they were going to be doing that day.

#### COMMENT

Additional Comment  
Jun 17, 2016

The whole crew was exceptional.