

CUSTOMER FEEDBACK REPORT *for*  
**Reborn Cabinets, Inc.**



## Customer Feedback Summary

Of 4,913 customers surveyed, 2,981 responded



2981 E. La Palma Ave.  
Anaheim , CA 92806  
(888) 973-2676  
[www.reborncabinets.com](http://www.reborncabinets.com)

### GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Reborn Cabinets, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Reborn Cabinets, Inc. in Anaheim, CA; Mission Viejo, CA; Huntington Beach, CA; Irvine, CA; Yorba Linda, CA; Orange, CA; Placentia, CA; Laguna Niguel, CA; Long Beach, CA; Corona, CA; and 326 other cities in California, Nevada, Louisiana and Colorado.

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## Recent Reviews & Published Comments

### REVIEW

Alvin D.  
May 13, 2019



Very professional & caring company to work with. They were quick to return calls to any questions I had.

### REVIEW

Caralease H.  
North Las Vegas, CA  
Apr 26, 2019



I think they were well worth it. The price is great, and you can't beat it. I highly recommend it.

### REVIEW

Gail W.  
San Rafael, CA  
Apr 17, 2019



I really appreciate how Reborn and particularly Tom Ford worked with me to make sure the final product turned out so well. It was bumpy. I appreciate when things are bumpy and someone comes through and works through it with me and makes me feel good about your company and I do.

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REVIEW

Sharon B.  
Mesquite, NV  
Mar 09, 2019



I just love my new shower. I'm so glad I told them that the sooner the better.

REVIEW

Collette B.  
Henderson, LA  
Mar 08, 2019



All the people that worked for me were courteous and helpful. Answered all my questions. Even finished a few days early! Memo was great to see if I could finish early. He made it happen. My demo and electrical and patch of wall were great. Will, JB and his helper were very helpful too. Thanks for a job well done!

REVIEW

Susan H.  
Daly City, CA  
Mar 06, 2019



We had a lot of problems with the timeline from Reborn Cabinets. The job took a lot longer than it should have. Every time they came it, we had to deal with new people.

REVIEW

Richard P.  
Iompoc, CA  
Jan 29, 2019



We had a Jacuzzi Salon walk-in tub installed by Hector Gonzales and Kevin Goche and we are happy to thank them and to say that they were professional and did an excellent job. They kept our home clean and removed all wasted materials. I hope Reborn appreciates the quality of their work and lets them...

REVIEW

Thomas C.  
Bellflower, CA  
Jan 23, 2019



The crew was very friendly, knowable and did a lot of work going upstairs and downstairs. They went above and beyond and did very well!

COMMENT

Additional Comment  
Jan 17, 2019

I would like to recognize all of them for their exceptional service, especially Mimo. All of them were good. I don't want anybody to feel left out. I had my bathroom and kitchen done. They all did what they promised to do and they did a good job. Everything went well.

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COMMENT  
Additional Comment  
Jan 17, 2019

I was most satisfied with everything.

REVIEW  
Sandra C.  
Las Vegas, CA  
Jan 17, 2019  
★★★★★

Everything was good. It was good work. I am very pleased and very satisfied with what they did.

COMMENT  
Additional Comment  
Jan 15, 2019

I don't have any complaints. There is one roller that doesn't roll well with one of the pull out doors, but maybe it is just an adjustment, we will see. The guy is emailing me instructions on how to manipulate and re-adjust one of the rollers and I just have to make sure I don't have anything heavy on...

COMMENT  
Additional Comment  
Jan 15, 2019

I would like to recognize the installation crew and the main guy who came to the house for their exceptional service. They were super nice and they assured me that everything was going to go well when they delivered the product and when it wasn't accurate, it was not a problem they fixed it.

COMMENT  
Additional Comment  
Jan 15, 2019

I was most satisfied with the time it took, I was impressed with how long it really was. I wanted it fast and they were fast 3-4 days and they were in and out!

COMMENT  
Additional Comment  
Jan 10, 2019

My two installers - I can't recall their names, but they were fantastic!

COMMENT  
Additional Comment  
Jan 10, 2019

A sales rep came to my house, but it would have been better if I had gone to the showroom beforehand to learn about all the options for hardware. He only gave me 4 options and I would have chosen something different given the chance. He also only brought in a couple samples of cabinet doors....white...

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COMMENT  
Additional Comment  
Jan 10, 2019

Their precision and beautiful workmanship. I got all new soft closing drawers and doors. The Cherry finish is gorgeous.

REVIEW  
Peggy T.  
Cerritos, CA  
Jan 10, 2019  
★★★★★

My installations crew was beyond fabulous - beautiful, perfect work, they finished in a day and a half and cleaned up perfectly.

COMMENT  
Additional Comment  
Jan 09, 2019

JB Chidester, our team leader, was awesome! He was very respectful and positive in his communications with us. We also felt like he truly cared about the quality of work that he and his team were providing, down to the final details. This characteristic definitely stood out among others that we've...

COMMENT  
Additional Comment  
Jan 09, 2019

The team we had in our home, doing the work, was phenomenal. They worked quickly, quietly (as much as possible) and efficiently. It was definitely a plus that they were personable and very considerate.

COMMENT  
Additional Comment  
Jan 08, 2019

I was satisfied with everything. It was timely, professional, neat and the project turned out wonderful.

REVIEW  
Shannan A.  
North las Vegas, CA  
Jan 08, 2019  
★★★★★

The installers were very friendly, professional and courteous.

COMMENT  
Additional Comment  
Jan 08, 2019

i m so hapy my chooes this company

COMMENT  
Additional Comment  
Jan 08, 2019

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COMMENT  
Additional Comment  
Jan 07, 2019

I was most satisfied with our installer. He was great. He cleaned up after himself and didn't leave anything for us to have to clean up.

COMMENT  
Additional Comment  
Jan 07, 2019

I was most satisfied with the installers. They were excellent.

REVIEW  
James D.  
Riverside, CA  
Jan 07, 2019  
★★★★★

They have not completely finished the job after all this time and after numerous calls. Minor trim work still needs to be installed that they haven't done yet.

COMMENT  
Additional Comment  
Jan 07, 2019

I like Reborn, I love their employees. They had the proper guys come out, they were trustworthy. They worked well with other people working in my home. We wouldn't have thought of using Reborn until we went to Sam's. I didn't realize until later that my neighbor had actually also used them.

COMMENT  
Additional Comment  
Jan 07, 2019

Christian, my installer, was awesome. He was the main guy working with my cabinets. The salesperson was also an amazing person, we found him at Sam's. He came over, I was stressed, but he did an awesome job of explaining. He was very courteous.

REVIEW  
Alphonso P.  
Brea, CA  
Jan 07, 2019  
★★★★★

I'm a very satisfied customer with Reborn. They work with you, they don't push you. If we don't want it, they wait until you're ready. The salesman was patient and wasn't overly persistent.