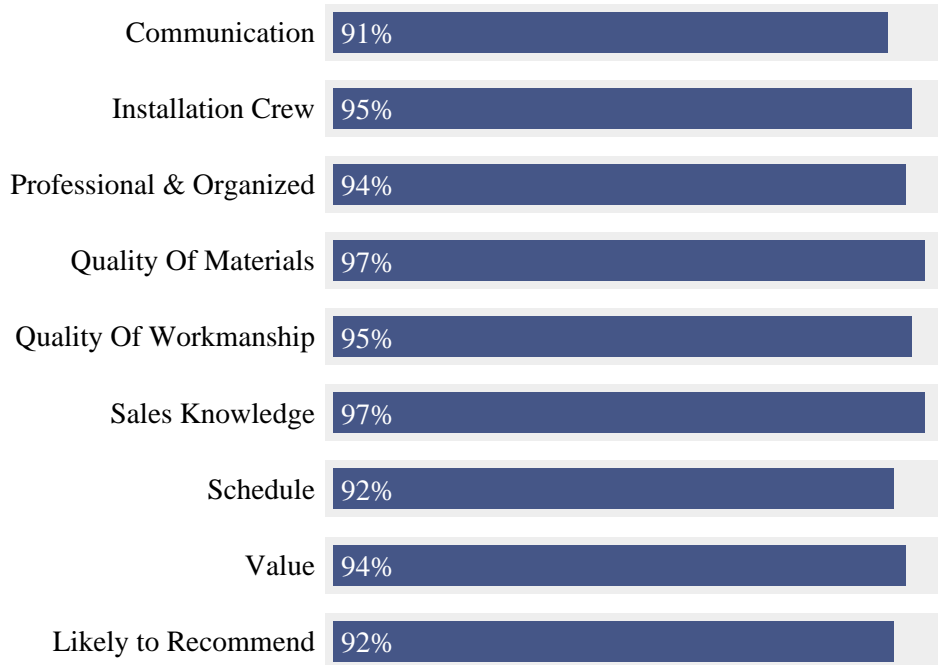


CUSTOMER FEEDBACK REPORT *for*  
**SuperiorPRO Exteriors**



## Customer Feedback Summary

Of 691 customers surveyed, 381 responded



2820 Lassiter Rd  
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(770) 642-7170  
[www.superiorpro.com](http://www.superiorpro.com)

### **GUILDMEMBER SINCE 2013**

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## Recent Reviews & Published Comments

REVIEW

Lydia B.  
Woodstock, GA  
Apr 24, 2019



Any problems we have had they were able to correct. The workmanship has been great and I would recommend them!

REVIEW

Alan S.  
Brookhaven, GA  
Apr 03, 2019



They were amazing through every step of the process.



# SuperiorPRO Exteriors

REVIEW

Doug K.  
Alpharetta, GA  
Jan 30, 2019



Hired to install 30 windows, exterior wood repair, and full trim and back siding paint. Would never hire these guys again. Quality of caulking and painting was very poor, had to ask them to come back out multiple times project management non existent. Was pulling teeth to get them to see what was wrong, they ultimately would come back out but not professional at all. Quality of windows (got a mid tier window) poor as now I have rooms that whistle when the wind blows. Overspray on paint on new roof can go on and on. Would never hire again.

REVIEW

Dallas B.  
Decatur, GA  
Dec 17, 2018



SuperiorPro excelled at customer service and working around my schedule Tony, Chris and Ryan were very helpful and resolved any issues as they came up. Pleased with their work.

REVIEW

Carla M.  
Norcross, GA  
Sep 10, 2018



SuperiorPro Exteriors did an amazing job on replacing and painting my exterior siding. I am very pleased with the end result. Our color consultant also helped us make the best decision on our colors, and I am happy with how they turned out.

REVIEW

Elaine R.  
Marietta, GA  
Jul 23, 2018



They were great. Victor was excellent and very helpful.

REVIEW

Elaine H.  
Decatur, GA  
May 17, 2018



I had a hard time finding someone to do siding work on my home. When I contacted Superior they were very responsive and professional from the start. They were right on schedule with the promised work. The installer, project manager and sales person were all terrific. I am already spreading the word.

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REVIEW

Madeleine G.  
Dacula, GA  
Apr 16, 2018



They were great, they did an excellent job, they were on time, and professional! My sales associate, Steven, was outstanding!

REVIEW

Steve F.  
Stockbridge, GA  
Mar 29, 2018



The project manager is the most important part of dealing with SuperiorPRO and I highly recommend Jennifer.

REVIEW

Jackie P.  
Marietta, GA  
Mar 27, 2018



We are very pleased with the quality of work SuperiorPro gave us. We had some communication issues with our PM but was resolved by the end of the project.

REVIEW

Julie G.  
Marietta, GA  
Jan 29, 2018



Superior Pro exteriors is exactly that. I was a tough customer getting several bids and they won the bid for best overall price and quality. The job done on my house was excellent and confirmed I made the right choice. I advise you to choose Superior PRO exteriors.

REVIEW

Greg G.  
Decatur, GA  
Dec 12, 2017



Although we did a lot of research before choosing SuperiorPRO Exteriors, we were very disappointed in the scheduling and management of the project, the disconnect between Sales and Construction and the quality of the contractors provided.



# SuperiorPRO Exteriors

REVIEW

Brian P.  
Smyrna, GA  
Nov 29, 2017  
★★★★★

Overall I am satisfied, however there were two items that were not closed off. 1. I shared that my lawn hose had been sliced by the pressure washer team, while I believe it was an accident I asked that it be replaced. Secondly, the color used for the front door was not a close match to (red) that previously existed. I have other projects I am building a building a budget for other home projects and would consider Superior again..Brian Panosian

REVIEW

Jay S.  
Marietta, GA  
Nov 07, 2017  
★★★★★

I purchased a new home in May which was in need of new siding. I hired SuperiorPRO Exteriors for the job using James Hardie ColorPlus. Out of the three vendors I initially had quote the job, SuperiorPRO Exteriors were the most professional and knowledgeable. The entire process....from quoting (by Heber) to project management and final inspection (with Jennifer) was seamless. The quality of the work is top notch and was done in a timely fashion and within budget. What I thought was going to be a stressful project simply was not. That I owe to all to the process and everyone involved. Now that that project is complete, my house looks brand new and I am extremely pleased. I would highly recommend SuperiorPRO Exteriors and I am sure I will use them again in the future.

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REVIEW

Erma C.  
Riverdale, GA  
Nov 06, 2017  
★★★★★

I am overly ecstatic with the output of the work that SuperiorPRO Exteriors did. They did an outstanding job and I am very pleased with the final product. The staff was fantastic. When Peter Hansen presented the company's product to me is the reason that I decided to go with SuperiorPRO Exteriors. He was so knowledgeable that we decided to cancel the interview that we had set up for another company to come out and give us a quote. I am happy that I did. My house looks wonderful!

REVIEW

Ezra D.  
Grayson, GA  
Nov 06, 2017  
★★★★★

SuperiorPRO Exteriors did an outstanding job. I liked the fact that the project manager took charge and I really didn't have to do anything. He explained every issue and we worked through everything together. All in all, we got an excellent job done and I am very happy. I would recommend SuperiorPRO Exteriors to anybody!

REVIEW

John M.  
Lawrenceville, GA  
Sep 03, 2017  
★★★★★

Everyone in the entire organization from sales to customer service to production were professional and very helpful. The production staff took great care in removing some custom wood that we had on the front of the house so that it could be reused once the siding installation was completed. I highly recommend them to anyone looking to replace your siding.

REVIEW

Rick M.  
Duluth, GA  
Aug 29, 2017  
★★★★★

We picked SuperiorPro from the trustdale.com web site and were very pleased with the work they performed.

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REVIEW

June B.  
Roswell, GA  
Aug 27, 2017  
★★★★★

Overall I was completely satisfied how the house looked after the residing and paint job. The workers were all professional and respectable.

REVIEW

David G.  
Dacula, GA  
Aug 24, 2017  
★★★★★

Everything was fine.

REVIEW

Penny A.  
Mcdonough, GA  
Aug 23, 2017  
★★★★★

If you need exterior home renovations/work or painting completed exceptionally well, and at great value, SuperiorPRO is your go-to company. My home exterior renovation involved 4 different contracting specialists (windows, siding, painting, and stone work), and each phase was perfectly completed! I have recommended SuperiorPRO to several of my friends. So far, one has since contracted with them to paint the exterior of their large stucco home. My home has gone from "worst to first" in my neighborhood! So pleased with SuperiorPRO, I am!

REVIEW

Royce B.  
Woodstock, GA  
Aug 23, 2017  
★★★★★

Very satisfied with overall experience. Only 2 minor hiccups along the way, nothing of major importance. The quality and workmanship was outstanding. I would easily recommend Superior Pro to anyone looking for exterior siding.

REVIEW

Jim H.  
Kennesaw, GA  
Aug 21, 2017  
★★★★★

They did a good job and were very timely. They responded to my initial inquiry and we never had any issues.

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#### REVIEW

Christopher S.  
Dallas, GA  
Jul 27, 2017



They will not come and repair the caulk that has fallen out of the seams in the siding and repaint. There is also failure of the caulk to adhere to exterior door trim. I keep being told that my warranty claim is being reviewed. I have not heard from them in 3 weeks.

#### REVIEW

Andrea B.  
Lawrenceville, GA  
Jun 30, 2017



We are happy with the quality and workmanship. We are less happy with the cost.

#### REVIEW

Brenda R.  
Atlanta, GA  
Feb 12, 2017



I am very satisfied with the quality of work done. Thank you Superior Pro!

#### REVIEW

John S.  
Marietta, GA  
Feb 07, 2017



As a former construction project manager, I do not hesitate in recommending Superior PRO.

#### REVIEW

David K.  
Duluth, GA  
Feb 06, 2017



Be careful when you have the agreement written down to make sure there are no misunderstandings.

#### REVIEW

David S.  
Loganville, GA  
Feb 01, 2017



Project took entirely too long, they would go for weeks without showing up and no follow up, quality of finish work was mediocre at best. Would not use them again or recommend them to anyone else.

CUSTOMER FEEDBACK REPORT *for*

# SuperiorPRO Exteriors



REVIEW

Karen P.  
Marietta, GA  
Dec 09, 2016



Oscar Segovia did a great job of powerwashing my house and deck...then applying Hardie board siding. His installation team worked so hard & did a fabulous job. Also, Jennifer Worley, project manager, kept in constant communication with me & was totally professional and honest in all her dealings with me. Great team!

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