

# Byers Enterprises

## Customer Feedback Summary

Of 9,214 customers surveyed, 5,490 responded



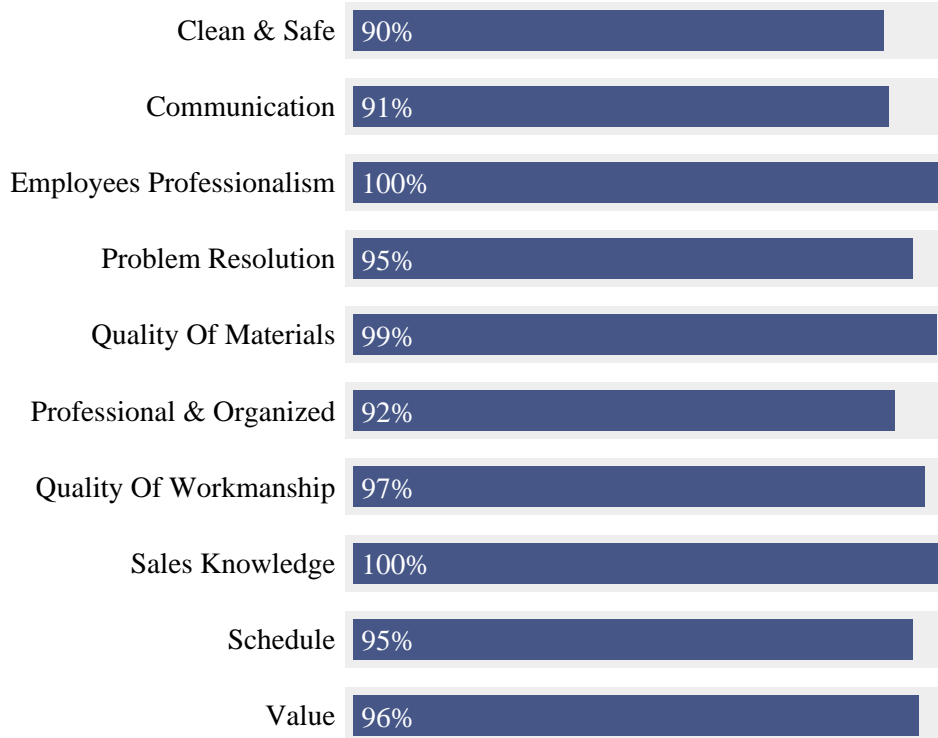
11773 Slow Poke Lane  
Grass Valley , CA 95945  
(800) 977-5323  
thatsbyers.com

### GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, Byers Enterprises relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Byers Enterprises in Sacramento, CA; Grass Valley, CA; Nevada City, CA; Auburn, CA; Stockton, CA; Roseville, CA; Modesto, CA; Elk Grove, CA; Placerville, CA; Penn Valley, CA; and 553 other cities in California, Nevada, Washington and Arizona.

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## Recent Reviews & Published Comments

### REVIEW

C.A.D.  
Sacramento, CA  
May 21, 2019



Byers did a thoroughly professional job on my gutters and I highly recommend them. It's so satisfying to know that my gutters won't be clogged with leaves, pine needles, and seeds any more.

### REVIEW

Susan F.  
Sacramento, CA  
May 18, 2019



My roof was old and needed to be changed. Byers was very professional and knowledgeable. My roof looks great now. I would recommend Byers. Everyone there is very professional and nice.



# Byers Enterprises

REVIEW

Debra C.  
Citrus Heights, CA  
May 09, 2019



Would highly recommend Byers for gutter work. There were a couple of difficult areas where decisions had to be made. Their technician took the time to really looked at the issue & came up with the best solution. The cost was right in line with what I had expected. ?

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REVIEW

Susan L.  
Cameron Park, CA  
May 07, 2019



It was pouring rain that day and they still got it done, I was impressed.

REVIEW

Arnt K.  
Placerville, CA  
Apr 08, 2019



Excellent product and service, but completely unreasonable cost.

REVIEW

Mark V.  
Nevada City, CA  
Apr 03, 2019



top notch service and materials, overall end product is outstanding

REVIEW

Carolina G.  
Sacramento, CA  
Apr 02, 2019



The amount of time lost, money ill spent and frustration we experienced over the last 25 years living in our home was seriously impacting our mental health. Our non-functional gutters were replaced soon after the purchase of the house, then we redid the roof which caused damage to the new gutters and...

REVIEW

Chris F.  
Valley Springs, CA  
Apr 01, 2019



Byers has an excellent staff and people but there was a technical problem that could use some fixing because waiting on them for a second time can be a long wait if you're not close to their home bases. If you're living close they could do a quality control check. After two times coming to my house I...



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REVIEW

James T.  
Grass Valley, CA  
Mar 28, 2019



Everyone at Byers was open with me and made it a point to let me know what they were doing. They always confirmed work times and any changes in the work schedule. My work was done March and 3 snow storms that made work at least unsafe - if not impossible.) They always asked if I had questions or concerns....

REVIEW

Kathy E.  
Fair Oaks, CA  
Mar 22, 2019



Everything went exceedingly well. Greg was great with detailed explanations concerning the product, and the work to be done.

REVIEW

Isaac D.  
Chico, CA  
Mar 22, 2019



Great experience from beginning to end! We are very satisfied.

REVIEW

Kathy L.  
Stockton, CA  
Mar 20, 2019



there were a few problems' which took longer then expected but were handled by supervisor quickly thank you

REVIEW

Leslie C.  
Sacramento, CA  
Mar 15, 2019



I wanted these gutters for years, but kept putting it off. I never thought I would be so excited about gutters on the house, but after going through a season without having to clean gutters has been wonderful. The color is a perfect accent color for my home. Love them!

REVIEW

Brenda F.  
Sacramento, CA  
Mar 13, 2019



I was very satisfied with the quality of the work and their professionalism. I was recommended to Byers Enterprises by a family friend because I had some gutters that were literally hanging by the nails. I didn't have a lot of time to get bids because I knew that a storm was coming in, so I just went...

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REVIEW  
Rob C.  
Sacramento, CA  
Mar 07, 2019  
★★★★★

The staff at Byer's was extremely professional and courteous from the initial consultation to our new beautiful roof. We felt 110% confident in the quality and price.

REVIEW  
Charles M.  
St Helena, CA  
Mar 06, 2019  
★★★★★

Everything was fine. They did a great job as advertised and as they committed to us.

REVIEW  
Patrick G.  
Auburn, CA  
Mar 06, 2019  
★★★★★

Many years ago Byers installed our gutters; they were professional then as they were on the solar installation. The Byer employees and follow-up were excellent.

REVIEW  
Ronald S.  
Nicolaus, CA  
Mar 05, 2019  
★★★★★

They did make a few mistakes on the installation but they did fix them, even though it took a while it is now resolved. I also feel they are a little over priced.

REVIEW  
Susan D.  
Antelope, CA  
Mar 04, 2019  
★★★★★

Byers Enterprises is excellent! Everything went smoothly, they communicated with me, they called and stopped by to check on everything and I appreciated everything they did!

REVIEW  
Tracy B.  
Loomis, CA  
Mar 04, 2019  
★★★★★

Their very knowledgeable, friendly staff helped pick our the colors. I love the product installed, and the rain gutters are working great.

REVIEW  
Michael R.  
Placerville, CA  
Mar 01, 2019  
★★★★★

Done just before the first storm. No leaks, all is perfect. Thanks.

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REVIEW

Robert M.  
Menlo Park, CA  
Mar 01, 2019



I was worried before the work began that the technology may have limitations I wasn't aware of, and that the product may not meet my expectations of value. This rainy season has seen the most rainfall for many years, and my LeafGuard gutters are performing perfectly, exactly as designed. The work crew...

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REVIEW

Paul H.  
Live Oak, CA  
Feb 26, 2019



Everything was done right looks great.

REVIEW

Bob A.  
Grass Valley, CA  
Feb 21, 2019



They are conscientious and do very good work.

REVIEW

Jim H.  
Auburn, CA  
Feb 21, 2019



Excellent company! I would not hesitate to use them again for other services they provide and would definitely recommend them to our friends.

REVIEW

Keith J.  
Grass Valley, CA  
Feb 20, 2019



They installed the roof as ordered in a very professional manner. The workmen were very professional and kept the work site in pretty good order, cleaning up each day prior to leaving. In the process of stripping off the old roof, they broke the support bracket for the weather vane. The company paid...

REVIEW

Henry P.  
Sacramento, CA  
Feb 13, 2019



I was very happy with their professionalism.



# Byers Enterprises

REVIEW

Wesley & Kevin R.  
Mi-Wuk Village, CA  
Feb 13, 2019



I'm very well satisfied. I'd recommend them anytime.  
I'm very happy. Wesley loves his gutters.

COMMENT

Additional Comment  
Feb 13, 2019

You might find a cheaper roofer; you'll get what you pay for so think about that. Byers quality seems well worth the price, and they were still less than many other Roofing companies I consulted.

REVIEW

Roy G.  
Citrus Hts, CA  
Feb 13, 2019



Byers personnel were very courteous and respectful. They provided a very personal touch to the sale and estimate procedures and didn't just try to assess everything via satellite views of our home. They went out of their way to do top quality work and were more than fair about the extra repairs that...

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