

## FEEDBACK REPORT *for* Home Forever



### COMMENT

Additional Comment  
Nov 10, 2015

I really liked that they were so friendly, that made it a very pleasant experience.

3188 NW Aloclek Drive  
Hillsboro , OR 97124  
(503) 614-4654  
[www.homeforever.com](http://www.homeforever.com)

### REVIEW

Saundra V.  
Scenery Hill, PA  
Jul 31, 2015



You can not trust them to go shopping because they are gone forever. They also will take 3 hour lunch breaks. They do not like to be criticized. You will be told you are nit picking. The crew is too young.

### GUILDMEMBER SINCE 2014

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

### REVIEW

Private C.  
Charlottesville, VA  
Jul 22, 2015



Freedom Home Design was quick, neat, and cleaned up well. They made very little mess and the product is wonderful.

### REVIEW

Bettie H.  
Woodsfield, OH  
Jun 29, 2015



Don't buy it because it is overrated and overpriced.

### COMMENT

Additional Comment  
Mar 08, 2015

Repair of the initial installation problems was exceptional.

### REVIEW

Newland S.  
Rock Hill, SC  
Mar 08, 2015



There were significant problems with the initial sub-contractor installation but Madaris addressed them completely.

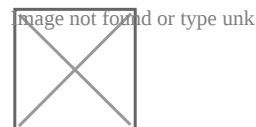
### REVIEW

Jeanne U.  
Lady Lake, FL  
Feb 27, 2015



Get a lot of information before you buy it.

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### REVIEW

Criss B.  
Cullison, KS  
Feb 26, 2015



Alenco did not follow through when I was having problems.

Comment from Alenco Inc

We will work with our people to improve. We apologize for the inconvenience. Thanks for the feedback.

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### REVIEW

ROCK  
Wilmington, IL  
Feb 25, 2015



The two gentleman that came out were very courteous and did a great job. They cleaned up everything very nice. I couldn't ask for a couple of nicer guys. They were very professional.

### COMMENT

Additional Comment  
Feb 25, 2015

I was most satisfied with Alenco because they showed me how to work the new tub. They were very nice.

### REVIEW

Harrison  
Van Bureen, MO  
Feb 25, 2015



Alenco Inc was very nice and cleaned up everything. They showed me how to use the new tub.

Comment from Alenco Inc

Glad everything went great. Let us know if we can help with anything in the future!

### REVIEW

Blankenship  
Sun City, CA  
Feb 19, 2015



They were very courteous, extremely helpful, and they took their time with us before, during, and after the project. Everything went as they said it would. They were here when they said they would be here. I am very pleased with the service and we love our tub.

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### REVIEW

Barcus  
Canton, OH  
Feb 19, 2015



Everyone was very cordial. They came and did a good job. They left my home in good shape and I'm very satisfied. My tub is wonderful.

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### REVIEW

Harris  
Indianapolis, IN  
Feb 19, 2015



We were very pleased with the tub, it did meet all of our expectations and exceeded some. We would recommend them to others. We have already had people ask where we purchased the tub.

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### REVIEW

Jarrett  
Crab Orchard, WV  
Feb 19, 2015



The guys that came and installed our tub were friendly and courteous. They were trying to do the best job they could do under the circumstances. If there were any problems, they would figure out exactly how to fix it.

### REVIEW

James W.  
Lenexa, KS  
Feb 19, 2015



The crew did a very professional installation my wife and I are well pleased with the tub

Comment from Alenco Inc

Glad it went well. We appreciate your business.

### REVIEW

Raquel M.  
Banning, CA  
Jan 22, 2015



Everything was beautiful. They did a beautiful job. However, the seat is very slippery when you are in the shower.

### COMMENT

Additional Comment  
Dec 15, 2014

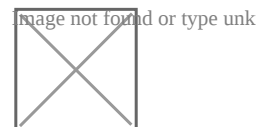
I was pleased by the timely manner they installed everything. He was very polite.

### COMMENT

Additional Comment  
Dec 11, 2014

It's the best birthday present I ever bought for myself.

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#### COMMENT

Additional Comment  
Dec 11, 2014

They did an excellent job. They had a lot to deal with. The pump wasn't functioning and they worked hard for three days. They did an excellent job.

#### COMMENT

Additional Comment  
Dec 11, 2014

I am delighted with it.

#### COMMENT

Additional Comment  
Dec 11, 2014

I was most satisfied with the jets and the whirlpool. I have a bad back, and the tub is just delightful. It really helps my back.

#### REVIEW

Pamela C.  
Glenside, PA  
Dec 11, 2014



The installation crew was terrific. They worked well under pressure, and dealt with problems when they arose. I was extremely pleased. I'm very happy with it.

#### COMMENT

Additional Comment  
Aug 27, 2014

I am most satisfied with how they keep their word. They do what they say they're going to do. Any problems I had were resolved right away, and I even got to speak with the man in charge about any issues I have had had.

#### COMMENT

Additional Comment  
Aug 14, 2014

From other people.

#### COMMENT

Additional Comment  
Aug 14, 2014

The installer Rob Adams is an excellent employee. That man would worry if we had an issue and he is only the installer. Good person. He did a great job for us.

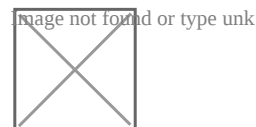
#### REVIEW

J.A.C.  
Wheeling, WV  
Aug 14, 2014



Like I stated prior, we had a few issues and they resolved them as quickly as possible. I am very well satisfied and love the product. I am not sorry that I choose this company and would recommend them for anyone I knew that was looking to purchase one. The comfort of bathing safely is a worry off our minds.

## FEEDBACK REPORT *for* Home Forever



### COMMENT

Additional Comment  
Jul 30, 2014

I was most satisfied with time it took to install the tub, and the clean up.

### COMMENT

Additional Comment  
Jul 29, 2014

The installers, Vladamere and Daniel were great.

### REVIEW

C.A.M.  
Lawrence, IL  
Jul 29, 2014



The HCI Get-A-Pro shower makes you feel more secure and safe with the features like a shower seat and shower bars. The quality is really nice and the shower's appearance is great. We are satisfied with everything.

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