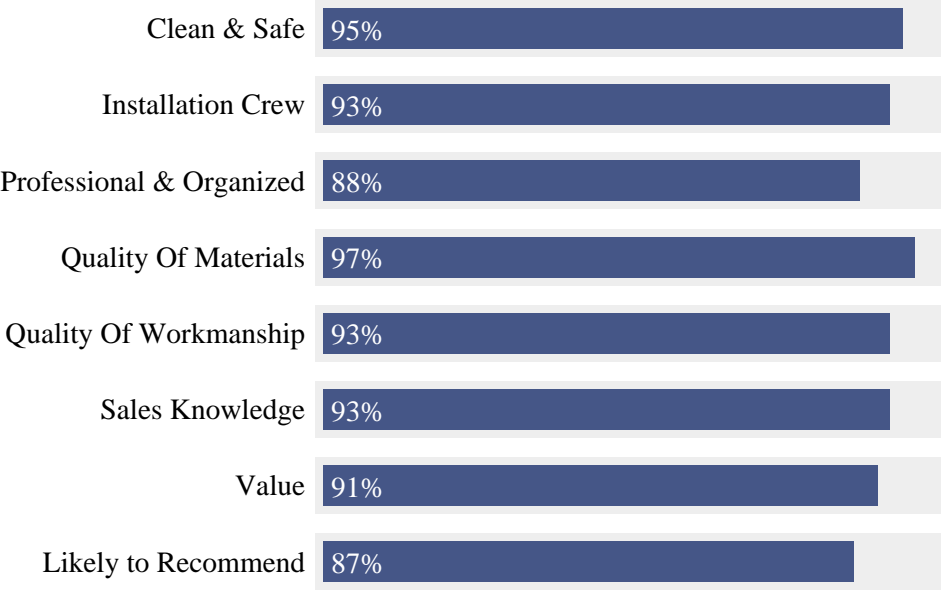




# CUSTOMER FEEDBACK REPORT *for* Morgan Exteriors, Inc.

## Customer Feedback Summary

*Of 952 customers surveyed, 574 responded*



15915 N. Florida Avenue  
Lutz , FL 33549  
(813) 931-4663

### GUILDMEMBER SINCE 2017

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We have surveyed customers on behalf of Morgan Exteriors, Inc. in Tampa, FL; Lutz, FL; Saint Petersburg, FL; Clearwater, FL; New Port Richey, FL; Sun City Center, FL; Largo, FL; St Petersburg, FL; Valrico, FL; Lakeland, FL; and 106 other cities in Florida, Illinois, Massachusetts, Ohio, New Hampshire, and 2 other states.

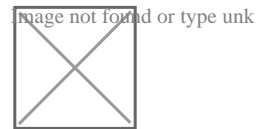
## Recent Reviews & Published Comments

- REVIEW  
Sue K.  
Lutz, FL  
Nov 20, 2024  
★★★★★

It was a very pleasant business to work with.
- REVIEW  
Mike H.  
Sarasota, FL  
Oct 16, 2024  
★★★★★

They did an excellent job. Our installer went out of his way to make sure we were happy.
- REVIEW  
Charles R.  
Plant City, FL  
Sep 24, 2024  
★★★★★

Very neat and professional had no issues at all would recommend



CUSTOMER FEEDBACK REPORT *for*  
**Morgan Exteriors, Inc.**

REVIEW  
Abraham J.  
New Port Richey, FL  
Sep 19, 2024  
★★★★★

good service

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REVIEW  
Charles W.  
DELTONA, FL  
Jan 31, 2023  
★★★★★

I am very disappointed with Morgan. Not only did the sales person, obviously,listen to what we needed the wrong material was ordered and delivered. I am satisfied with the material as it was an upgrade from vynil. The problem is now we have to hire someone to paint our house. Also one end of our house looks unfinished. I felt the installers were great! I would recommend them but not Morgan Exteriors.

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# CUSTOMER FEEDBACK REPORT *for* Morgan Exteriors, Inc.

REVIEW

Paul T.  
SAINT  
PETERSBURG, FL  
Jan 26, 2023  
★★★★★

The salesperson was very helpful through the permit process with working out issues needed for the approval of the permits. I never saw or spoke with him after that time through the construction phase or the finish process. The office staff always answered our questions or returned our calls. The Project MGR. was very helpful during the permit process but when it came time for the install dropped the ball at the start of the construction. The installation started with new windows and Morgan's Install staff did a fair job but didn't prepare the windows properly for the siding crew. They didn't set the windows at the proper depth for the siding crew. The sub contractor crew had to remove the old siding, install insulation, sheathing and Hardy planking and did a wonderful job. The property was cleaned every day of nails and debris. The painting contractor also did a great job. The job turned out very nice we are happy with the final project. We had a few broken windows at the window install. The replacement windows were opened at the job site to find they were also broken, reordered and after 4 months are finally being installed.

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REVIEW

Barbara G.  
ORLANDO, FL  
Dec 05, 2022  
★★★★★

I was pleased with their overall work. I have no complaints at all.

REVIEW

Marina M.  
JACKSONVILLE, FL  
Aug 29, 2022  
★★★★★

Overall it was great! I am happy I went with a higher quality of material and the team was quick and efficient.



# CUSTOMER FEEDBACK REPORT *for* Morgan Exteriors, Inc.

REVIEW

Steven K.  
CLEARWATER, FL  
Aug 26, 2022  
★★★★★

Morgan Exteriors did an amazing job on our siding, soffits, and fascia replacement. Rolando is a true craftsman and would highly recommend his services every time. I made changes to the original agreement and they were happy to accommodate our needs. Morgan lives up to there A+++ rating.

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REVIEW

Denise C.  
Mulberry, FL  
Jan 14, 2020  
★★★★★

The guys were very friendly, cleaned up after themselves.

REVIEW

Floyd J.  
Brooksville, FL  
Jan 08, 2020  
★★★★★

We're well satisfied with the work and our windows.

REVIEW

Larry S.  
Tampa, FL  
Jan 08, 2020  
★★★★★

The people from Morgan kept in touch with us while we waited for material to arrive, which was much appreciated. The project was done on time and we are very leased with the finished product.

REVIEW

Ray C.  
Redington Beach, FL  
Jan 08, 2020  
★★★★★

Good job on the windows! Never hire them for contract work; they don't know what they're doing!

REVIEW

Evelyn Z.  
Spring Hill, FL  
Dec 17, 2019  
★★★★★

The installers were professional and were very nice.

COMMENT

Additional Comment  
Dec 17, 2019

We are very happy with the windows and saw a huge decrease in the bill within two weeks.



# CUSTOMER FEEDBACK REPORT *for* Morgan Exteriors, Inc.

REVIEW

Robert S.  
Lutz, FL  
Nov 29, 2019  
★★★★★

I have construction experience and a very high standard. I was more than pleased and they easily met my expectations. Very professional and knowledgeable. Great job of cleaning up. They definitely went the extra mile to make it perfect. I highly recommend this company and I would use them again, without hesitation. I couldn't have done a better job myself. Thank You everyone at Morgan Exteriors.

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COMMENT

Additional Comment  
Nov 23, 2019

Workmanship. Everything was done quickly and professionally.

COMMENT

Additional Comment  
Nov 22, 2019

The quality of the installation was great.

REVIEW

Stephen E.  
Dunnellon, FL  
Nov 21, 2019  
★★★★★

The installers were efficient. Everything was done timely, even in the rain.

REVIEW

Ken N.  
Wimauma, FL  
Nov 16, 2019  
★★★★★

The team arrived on the scheduled day on time and installed the windows. They were very professional

REVIEW

John A.  
San Antonio, FL  
Nov 15, 2019  
★★★★★

We were satisfied with the work done.

REVIEW

Paul M.  
Tampa, FL  
Nov 14, 2019  
★★★★★

Very professional and competent. Met their schedule, on time, and took less time than I expected. I highly recommend Morgan Exteriors.



CUSTOMER FEEDBACK REPORT *for*  
**Morgan Exteriors, Inc.**

REVIEW

Charlotte H.  
Sun City Center, FL  
Nov 14, 2019



I was very pleased.

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COMMENT

Additional Comment  
Nov 14, 2019

INSTALLERS !!!! 5 Stars

**GUILDMEMBER SINCE 2017**

REVIEW

Bary D.  
Riverview, FL  
Nov 14, 2019



High Quality Windows and Doors. Installers were excellent! Communication was problematic. just prior to installation until my sign off of the work. After inspection a finisher was sent to cover screw holes and install trim. He did not have enough material to finish. Instead of going back to the office and letting someone know, I had to call 3 days later to get the parts needed (plastic buttons to cover the screw holes, which I offered to put in myself) It took me at least 5 phone calls and over 3 weeks to get what I needed. Promised receipt of materials and shipment were not met! No phone call letting me know they had a problem. Up to me to call, call, call! As I said poor Customer service. God forbid I have a warranty issue/problem. After the amount of money I paid for the new windows/doors I expected more. Do I recommend, yes. Just be aware you have to stay on them to get the project finished!

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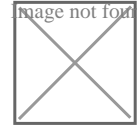
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REVIEW

James Y.  
Tampa, FL  
Nov 12, 2019



Th most professional company I've dealt with in any home project in years. Absolutely superb!



# CUSTOMER FEEDBACK REPORT *for* Morgan Exteriors, Inc.

REVIEW

Francis M.  
Wesley Chapel, FL  
Nov 12, 2019



I would recommend the materials they use. I was not happy with time frame.

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REVIEW

Victoria M.  
Tampa, FL  
Nov 11, 2019



They were very clean. You would never have even known that they were here because they cleaned up so well. They wore shoe covers and were in and out so fast. I was amazed at the quality with how quickly they got it done. They knew what they doing, even with our difficult hard, high window. I am disappointed that the windows are so efficient that I do not even hear the rain or wind chimes! It is also cooler in the rooms.

**GUILDMEMBER SINCE 2017**

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COMMENT

Additional Comment  
Nov 11, 2019

I am most satisfied with the installation. It was fabulous and the house looks great.

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REVIEW

Susan M.  
Tarpon Springs, FL  
Nov 11, 2019



Everything went smoothly and exactly how they told us it would.