

CUSTOMER FEEDBACK REPORT *for*  
**First Priority Restoration, Inc.**

REVIEW

Jeffery E.  
Rockford, IL  
Oct 24, 2018  
★★★★★

First Priority Restoration, they come in and they do their thing!

Comment from First Priority Restoration, Inc.  
Thank you for choosing First Priority DKI!

301 N Woodbury St.  
South Elgin , IL 60177  
(847) 931-1600  
firstprioritydrs.com

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, First Priority Restoration, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of First Priority Restoration, Inc. in Naperville, IL; Chicago, IL; Schaumburg, IL; Aurora, IL; Plainfield, IL; South Elgin, IL; Hoffman Estates, IL; Wheaton, IL; Libertyville, IL; Lombard, IL; and 80 other cities in Illinois and Alabama.

REVIEW

Alan G.  
Schaumburg, IL  
Aug 09, 2018  
★★★★★

First Priority did a great job. Courteous onsite workers. Kept it clean and finished when they said they would. Mediation passed with flying colors. Great contactor experience. Every other contractors should do things as they do. More than happy with my experience with them.

Comment from First Priority Restoration, Inc.  
We sincerely appreciate your feedback. And thank you for choosing First Priority DKI!

REVIEW

John S.  
McHenry, IL  
Jan 22, 2018  
★★★★★

Andy and the whole crew were top notch. They couldn't have been any better.

Comment from First Priority Restoration, Inc.  
First Priority DKI is glad you had a great experience. Your feedback is very helpful. Thank you for choosing First Priority DKI!



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REVIEW

Stephen W.  
West Dundee, IL  
Oct 31, 2017  
★★★★★

First Priority Restorations, Inc, is the company to call when disaster mitigation is of the greatest importance. Promptness, thoroughness, courtesy, integrity, respect, and attention to detail are the core values that put First Priority at the top of their game. Having experienced a plumbing leak in my home and the subsequent damage to ceiling, walls and flooring, I turned to First Priority for cleanup and repair, and could not be more pleased that I did. Project Manager Norina Infusino orchestrated all necessary actions of the various cleanup and repair teams and kept me totally informed every step of the way. All work was done to my complete satisfaction, even exceeding my expectations within the boundaries of my insurance claim. Hopefully you will not suffer the need for disaster mitigation, but should the need arise, make your first call to First Priority Restorations, Inc. You'll be glad you did.

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REVIEW

James C.  
Schaumburg, IL  
Sep 28, 2017  
★★★★★

First Priority was absolutely the greatest. Work was completed on time and everything they said they were going to do and how they were going to do it was completed to our satisfaction, I would definitely recommend them at any time.

REVIEW

Trudy T.  
Skokie, IL  
Sep 20, 2017  
★★★★★

There were extremely good to deal with especially Noreena.



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REVIEW

Dennis J.  
Lombard, IL  
Aug 17, 2017



The cooperation from all the individuals was appreciated. They worked with me on any problems and everything was fixed to the way I wanted it.

REVIEW

Peter P.  
Schaumburg, IL  
Aug 07, 2017



The crew did a great job with my water damage case. They tarped everything so my floors were kept clean during the water extraction. They worked with my insurance company directly so I didn't have to deal with any paperwork. Highly recommended.

REVIEW

Emma L.  
Rockford, IL  
May 02, 2017



I do not recommend First Priority Restoration. They did not explain anything about the process. They are abrupt. There are issues in the house from the damage occurred through the process of working with them.

REVIEW

Diane H.  
Lombard, IL  
Apr 29, 2017



Everything went as planned and turned out great!

REVIEW

Krishna D.  
Palatine, IL  
Feb 07, 2017



I will not recommend First Priority Restoration Inc. They need to clearly explain what is expected and how much will it cost before hand. I talked with a few folks and it looks like the restoration work will not cost nor more than \$5000 for my basement size. They charge almost double the amount. I will not recommend them.

REVIEW

Edward R.  
Bull Valley, IL  
Jan 24, 2017



Good company. And they do thorough work.

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REVIEW

Glenn B.  
Elburn, IL  
Oct 06, 2016  
★★★★★

I was very pleased with the way First Priority communicated to me and the help that my representative, Norina Infusino, provided during every step of the process. I always felt I was in good hands. Thank you, Norina and First Priority.

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REVIEW

Rodolfo T.  
Plainfield, IL  
Aug 12, 2016  
★★★★★

Everything was exactly as they said it would be.

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REVIEW

John P.  
Zion, IL  
Jun 02, 2016  
★★★★★

The employees of First Priority are professional and polite, however they failed at certain aspects of their job which has caused me a lot of trouble.

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REVIEW

Darcy R.  
Naperville, IL  
Apr 30, 2016  
★★★★★

I would definitely recommend FPR. I am very pleased with the quality of work completed. The whole team was professional, went out of their way to minimize the inconvenience of the work and stayed connected with us 24/7. I got an immediate response to all of my issues and questions. What a great team!

REVIEW

Jason H.  
Geneva, IL  
Dec 29, 2015  
★★★★★

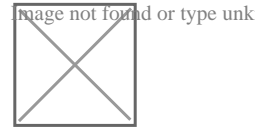
Poor communication, poor project management, terrible subcontractors and horrible follow through. I recommend you look elsewhere.

REVIEW

Floyd B.  
Vernon Hills, IL  
Oct 08, 2015  
★★★★★

They did an excellent job in determining the extent of damage and preparing that damage for the repairs.

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REVIEW

Donna S.  
Warrenville, IL  
Jun 09, 2015



First Priority Restoration, Inc. staff was amazing and the job that was done by them was just as amazing.

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