

## **Customer Testimonials:**

**2/17/2016 7:05:21 AM**

The contractor arrived on time each day. – 9

The workmanship met your expectations. – 8

The contractor did a satisfactory job cleaning the job site. – 9

Your project was completed in a timely manner. – 9

The contractor was responsive and followed up timely. – 9

The contractor was able to communicate with you effectively. – 9

There were sufficient materials to complete the installation. – 9

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: My floors look fabulous, and were completed in one day. The workmanship appears to be first rate.

**3/8/2016 8:35:51 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: Very considerate as my wife is not well and they really went overboard to help me with the situation, all three just great I would recommend them to anyone. So pass on them my thank you. Peter H.

**4/7/2016 7:49:57 PM**

The contractor arrived on time each day. – 9

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

**5/12/2016 7:58:30 AM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

**5/10/2016 12:13:07 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10

**5/23/2016 2:12:24 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: The floors are beautiful, they did a great job! I'm very impressed.

**4/26/2016 5:51:49 AM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: We are very pleased with Pat and his team of installers. It was a first class job from the estimate to the install. I would highly recommend Pat and his team.

**6/22/2016 10:08:50 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: The gentlemen who did the job were great- they were pleasant and polite and really worked hard. They did a wonderful job!

**6/9/2016 3:50:27 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: The two individuals assigned were very professional even though it was necessary to work around a few boards that appeared to be warped. All my expectations were met or exceeded. Thanks for an outstanding job!! Ron H

**6/23/2016 5:35:15 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: No follow up needed to this point. Do have question on transition pieces. Will contact installer. Overall looks great.

**6/30/2016 10:12:17 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

**7/24/2016 10:19:51 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: Very professional and pleasant.

**7/20/2016 7:40:33 AM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: job looks nice and well done. this is the second time I have had the same contractor and the have been excellent.

**7/19/2016 10:36:31 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: The contractor answered all of my questions about prep work needed. He also suggested a better way to prep the floor and install it flush to my other hardwood. I could not be happier with this contractor.

**8/5/2016 6:38:41 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: N/A

**8/1/2016 9:36:08 PM**

The contractor arrived on time each day. – 9

The workmanship met your expectations. – 9

The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 9  
The contractor was able to communicate with you effectively. – 9  
There were sufficient materials to complete the installation. – 9  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments:

**8/16/2016 3:46:41 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 9  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: Everything went well.

**9/16/2016 10:48:38 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 8  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 8  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: The staples & trim that was ordered was not what the installer ordered and had to be returned. I was disappointed that a) we have 5 full boxes of boards left over and b) the fact that so many boards are left over I wish the installers had been choosier with the boards they used on the floor. Other than that, the experience was a positive one and I am very likely to do business with you again.

**8/12/2016 11:40:26 AM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 9  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments:

**30038704 Lumber Liquidators 10/13/2016 5:26:34 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments:

**11/15/2016 9:50:09 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: Everyone involved was friendly, courteous, and professional. We are very pleased with all aspects of the installation. We would recommend Pat Cowan Hardwoods to anyone in search of a floor installation professional.

**10/2/2016 8:47:04 AM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 8  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 8  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments:

**9/23/2016 8:36:02 AM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments:

**10/5/2016 5:17:20 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: Extremely pleased with Pat. I would recommend his company to anyone.

**10/27/2016 9:52:37 AM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments: The store didn't order the waste and they were missing materials .

**10/25/2016 1:33:47 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 9

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments:

**11/15/2016 9:12:02 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: Pd coven company did outstanding work. I am 200% satisfied with the outcome of my entire first floor flooring. H

**10/24/2016 11:01:34 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments: very professional couldn't be happier with the workmanship and quality of the product

**10/14/2016 2:16:23 PM**

The contractor arrived on time each day. – 10  
The workmanship met your expectations. – 10  
The contractor did a satisfactory job cleaning the job site. – 10  
Your project was completed in a timely manner. – 10  
The contractor was responsive and followed up timely. – 10  
The contractor was able to communicate with you effectively. – 10  
There were sufficient materials to complete the installation. – 10  
How likely is it that you would recommend us to a friend or colleague? – 10  
Comments:

**10/18/2016 2:18:32 PM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 10

The contractor was able to communicate with you effectively. – 10

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 10

Comments:

**10/24/2016 11:03:05 AM**

The contractor arrived on time each day. – 10

The workmanship met your expectations. – 10

The contractor did a satisfactory job cleaning the job site. – 10

Your project was completed in a timely manner. – 10

The contractor was responsive and followed up timely. – 9

The contractor was able to communicate with you effectively. – 9

There were sufficient materials to complete the installation. – 10

How likely is it that you would recommend us to a friend or colleague? – 7