

Lengthy Roof.Net Review Highlights How Customer Received Exceptional Service

April 06, 2021

Fairfax, Virginia - April 06, 2021 -
Fairfax, VA-based Roof.Net is a company that works very hard to please their customers with all aspects of their roofing services. That was never more evident than in a recent lengthy review that discussed several different areas where the company went well above what was expected of them. This review was taken from the company?s Google Maps Business Listing and it can be seen here at https://goo.gl/maps/ZRWQC5DSB1Bc5vsP7. It is one of over 400 reviews that have been left on Roof. Net?s services on that listing where this roofing contractor averages an impressive 5 out of a possible 5-star rating.

In the above-mentioned review, Tom Weber wrote, ?It had been around 25 years since we last had our roof replaced and I was thinking what a pain it's going to be getting at least three roofing contractors to provide estimates for our roof replacement. Fortunately, based on the unbelievably awesome reviews posted on just about every customer review website, I included these guys among those I requested estimates from.
Okay, so here's what set them apart from the others:

?1. Dealing directly with the owner and not one of many salespeople employed by other firms. Ken is the owner and he estimates and sells each and every job. His pricing is very fair and competitive.
?2. The estimate. I prefer a no-nonsense approach to pricing. Please provide me with your best price from the get-go. Please don't jack up your prices so you think you might impress your potential customer with a handful of discounts. Ken's estimate was very straightforward, fair, and competitive and there were absolutely no surprises once the job was completed.
?3. Comprehensiveness. An example of this - Ken recognized that the existing attic fan wasn't in the proper location on the roof and actually included a new attic fan in his pricing. He knew where on the roof to install it and didn't charge extra for the new sheet of plywood needed to install it. None of the other three estimates I received even addressed this problem.
?4. Care. We signed the contract on a Thursday and even though I said we were not in a rush to have the roof replaced he called later that night and said that he had an installation scheduled for Friday canceled and asked if we would like to have our roof replaced on that day. However, as soon as he discovered that the shingles we selected were not carried by the local warehouse, he asked if it was okay to reschedule the installation to Saturday. That worked even better for us so we agreed to it. As it turns out, he had to drive to Delaware on Friday to pick up the shingles (we live in northern Virginia). Now he could have rescheduled our work for a later date or try to convince us to change the shingles to a color in stock but he didn't. This was just one example of Ken going the extra mile to keep us, the customer, happy.
?5. Responsiveness. During this whole process, Ken was always quick to respond to any questions or concerns that we had. He showed up during the installation for close to an hour and provided us with some valuable insight on how the job was progressing. At one point during the installation, I had a question and less than one minute after I sent him a text message he called me with his response.

?So, I am writing this review thinking about all the other great reviews Ken has received over the years and now I can understand, based on our experience, why he has been recognized as the top roofing contractor in the area. His price was competitive, the installation was stellar and his responsiveness was excellent. Even the cleanup was top-notch. But perhaps the best thing Ken has going for him is that he genuinely cares that his customers are completely satisfied with their new roofs. Oh, and I almost forgot to mention.....how great our new roof looks!?

Company owner Ken Briesemeister personally responds to many of the glowing reviews that have been received on their GMB Listing and their Facebook Page which can be found at https://www.facebook.com/roofrepairva. He answered back to this review by saying, ?Tom. It was perfect timing that my other customer postponed her installation for next week because now we were able to pick up the pewter gray shingles in Delaware and have the roof completed before the material increase starting April 1. I?m so happy you?re pleased with our service and for taking the time to post this amazing review! Best Wishes! Ken.?

It was also not surprising that this review was left after a roof replacement job that was completed by the company. It is their specialty service and it often is the subject of the many 5-star reviews that are left about the company?s work. Briesemeister says this is because everything from the thoroughness of their initial roof inspection to the pricing and quality of the work, they take the necessary time to do the job the right way. He feels that the many 5-star reviews that they receive on their roofing services are a direct reflection of how hard that his crews work and the pride that they take in what they are doing.

More reviews that speak highly of this reputable Fairfax area roofers? services can be seen here https://birdeye.com/roofnet-151094828778589.

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Roof.net

Roof.net is an A+ rated roofing contractor in Northern Virginia specializing in roof replacement in Fairfax, Loudoun, and Prince William counties. Contact Ken Briesemeister for more information.

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