



The Trusted Toolbox

5865 Oakbrook Pkwy Suite F, Norcross, GA

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Kathryn S.

 4 weeks ago

Positive: Professionalism, Punctuality, Quality, Value

We needed our ceiling patched, after some plumbing work had been done. After the initial call to find out if they could help, we were asked to send pictures of the ceiling and surrounding area. Within 24 hours we were quoted a very reasonable price with fair warning that the texture (stipple) would be hard to match. We weren't so worried about that, it's not like we love the late 70s textured ceiling, but appreciated the attention to detail and notice up front. We scheduled the two-day job for the following week. On the morning of day one, we got a call from Andrew J. to tell us he was on his way and gave his ETA. He arrived right on schedule, wearing a mask. Not only did he seal off the room with plastic, he covered all the walls and the floor with plastic and put down cloth from the room out to the back door so as not to track drywall dust through the house. Andrew was polite, professional, efficient, and made sure to keep us up to speed on the scope of work and with his progress. At the end of day two, he walked us through what he had done and gave us instructions for drying time, things to watch out for, etc. For the record, his work on matching the texture was artfully done. You would be hard pressed to point out where the ceiling has been patched in. We are extremely happy with both the quality of work and customer service we received.