



# IMPORTANCE OF THE CLIENT EXPERIENCE

Getting a roof replaced is not something most people look forward to. It's expensive, stressful, and often happens because of problems, like leaks, insurance issues, or an old roof that just can't wait any longer.

At **Trust Roofing**, we understand that. So our job is to make this experience as smooth and easy as possible for our clients. We don't want to add to their stress, we want to take it away.

## Why It's So Important

The way we treat our clients is the most important part of what we do. Even if we install a perfect roof, it won't matter if the client had a bad experience with us.

But when we take great care of people, they tell others. They leave good reviews. They call us again when they need help. That's how we grow and stay successful.

A screenshot of a Google review for Trust Roofing. The reviewer is Geoff Starnes, who has 8 reviews and 0 photos. The review is dated 2 weeks ago and is marked as "NEW". The review text reads: "Trust roofing is the roofing company to use! The whole process was smooth and professional. They did all the hard, tedious work, all I had to do was pick the colors. Crew, sales team, project managers and office crew all great and pleasant to talk to! Very knowledgeable with many types of roofs!". Below the review, there is a verified badge and the name "Trust Roofing" with the role "Owner".



## What We Promise:

We don't settle for "good enough." We work to earn our name every day so every client feels great about choosing Trust Roofing. That means:

- » Doing what we say we'll do
- » Being on time and respectful
- » Keeping the site clean and safe. Treat the homeowner property how they would want it to be treated.
- » Talking clearly and honestly
- » Fixing problems fast
- » Going above and beyond whenever we can

**When we do all that, clients remember us, in a good way. And that's what makes our company successful.**

**SATISFACTION**  
*Guarantee*

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