

Dear Rick's,

My husband and I recently replaced our fence that was damaged in one of Troutdale's Famous Wind Storms. We weren't sure who to call, but having grown up in NE Portland, and remember that a friend of mine from high school once worked for Rick's many years ago, I called and spoke to one of your sales representatives, Joe Druley. Joe was extremely pleasant and knowledgeable, and we set-up a time for him to come to our house, discuss options and give us a quote. After my husband and I made our decision and Joe left, we both commented on what a pleasant experience it had been. Joe was on time for his appointment, he was friendly, he took all the time we needed and answered all of our questions. Not once did we feel confused, rushed or pressured to make a decision. He gave us a date and time of when the installer would be there to begin the project.

Sure enough, at exactly the time our trusty sales rep. Joe told us, the installers arrived at our house with the materials ready to go and where was I? I was asleep. Sound asleep, not even to be woken by the doorbell or knocking. When I did finally wake up, I checked my phone and had a message from Justin who very politely said he was from Rick's and was at the house this morning to install the new fence. He said to please give him a call to re-schedule at a time this is more convenient for me.

Needless to say, I was completely embarrassed that I overslept, and called Justin back immediately. I apologized profusely for oversleeping. At this point I figured he was going to tell me that I was going to have to wait until tomorrow or several days to reschedule the install. Much to my surprise, Justin said he and his team member would be there shortly. Sure enough, Justin and Kyle arrived and immediately went to work. Neither of them acted "put-out" by the fact that they had to return a second time.

Justin and Kyle were fantastic. They explained exactly what they would be doing, and were extremely respectful of our property. They even asked me if it was okay to start at a certain time in the morning, knowing that I liked to sleep in, and not wanting to disturb me. They tore out and removed the old fence and constructed and built a beautiful new fence with two gates all in about 2 or 3 days. At the end of the first day, my husband came home and was amazed at how much Justin and Kyle had gotten accomplished. He said "Rick's must have sent their A-Team to build our fence!" I couldn't agree more. One of the top cap pieces didn't look that great and they said they would not even put it on. They returned the next day and installed the last piece and painted over the screws and nails to polish off the look. They exceeded every expectation we had and they both have our vote for "Employee of the Month" if you have that kind of recognition at Rick's. At the very least, know that you are lucky to have them out there representing your company.

I must say that my husband and I have owned several homes, and worked with several contractors on various projects over the years, but we have never been treated so well and received such quality service from start to finish as what we experienced with Rick's Custom Fencing & Decking! It is sad to say that these days receiving great service is not the norm, but I am happy to say that this was not the case for us. The entire experience was absolutely fantastic and we cannot thank you enough. We have already told all our neighbors, friends, and families about Joe, Justin, Kyle and the entire staff at Rick's and will continue to do so in the future anytime we have heard of someone who needs a new fence or deck.

Thank you again for such outstanding service!

Sincerely,
Tracy (Troutdale, OR)