

November 15, 2015

Hi Jaime,

I wanted to express my thanks and appreciation for the great experience I had with Yankee Remodeler. My transaction was very small in comparison to probably most of your jobs - a broken hinge on a screen door. When I called Yankee, Gregg came out the same day to examine the hinge himself and so began the hunt for a replacement.

Getting a replacement wasn't as easy as expected - it required installing a temporary hinge while he dug up old orders, made a couple trips to specialty hardware stores and calls to vendors and other contacts. All in all, the process took a couple of months, and I was certain that all was being done for my little hinge.

Gregg was a pleasure to deal with every step of the way and exemplifies an ownership mentality that you don't find in many places these days. The hinge was a small but stressful nuisance for me but Gregg took over my problem and gave me a solution. For that, I am very grateful!

With appreciation,
Erica DePiero

p.s. if it's useful, feel free to use this on the website or elsewhere