

This is a tale of three waterproofing companies, two of which will go unnamed; the third is your company.

Over the weekend, approximately 30 gallons of water seeped into my basement. I contacted two companies. The first company requested market research information - 'How did you hear about us' - and insisted on setting up an appointment at a time when my wife and I would be present. I then contacted American Waterproofing Co. Your representative, Pat Torre visited our home without requiring that both my wife and I be present. Pat inspected the basement and instead of banging us with a repair suggested that we contact the company that waterproofed our basement ten years ago.

I contacted that company and they indicated that they would stand behind their work but made excuses and gave expedient answers for each of the areas that Pat identified as deficient. When I indicated that a Cherry Hill Township inspector advised my wife several years ago that our hook up which is directly into the sewer line was not permitted, the owner of the company responded that it worked for ten years (again giving me expedient answers), and that if I wanted it changed they would make the change.

In summary, I will recommend Pat Torre and your company, based on this encounter, for the future waterproofing needs of our friends and relatives.

Sincerely,

A. C.
Berlin, NJ