



Labourdette Construction

HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality



Steve Labourdette is owner of Labourdette Construction.



Labourdette Construction recently completed this kitchen remodeling project.

Labourdette Construction specializes in remodeling kitchens and bathrooms; building decks, patios, custom cabinets and room additions; and providing other remodeling services for residential clients throughout Sonoma and Marin Counties. The company takes a full-service approach to construction that allows it to handle every aspect of its customers' projects, from the initial designs to the finishing touches.

Owner Steve Labourdette says Labourdette Construction's wealth of experience and dedication to high-quality service at a fair price have been crucial for establishing a loyal clientele base. "Over the decades, we've acquired the expertise that's necessary to effectively manage the various aspects that come into play during a remodel. This allows us to perform all the work in-house and maintain full control of the building process, which is important for delivering quality, affordable, on-time results. We're driven by the partnerships we form with our clients, and we always keep their best interests at the forefront."

Labourdette Construction implements several customer-oriented business practices that are designed to make construction planning as straightforward as possible for its clients, including pulling all necessary permits, providing samples and tailoring its services to meet specific budgets. "We also back all our workmanship with an unconditional three-year warranty and a limited lifetime warranty," adds Mr. Labourdette. "Everything we do is geared toward fulfilling our clients' needs."

COMPANY PHILOSOPHY

"Our mission is to utilize high-quality workmanship and exceptional service to take our customers' projects from vision to reality. We'll work with any budget, and we always keep our clients' best interests in mind throughout every phase of their projects. We cultivate long-lasting relationships with our customers and fashion their projects into beautiful, functional spaces."

EXCERPTED SURVEY RESPONSES

"He's honest, on time, and easy to work with. It was a very positive experience."—Jeff D.

For complete rating and research information on this company, go to:
www.diamondcertified.org/report/labourdette-construction

LABOURDETTE CONSTRUCTION

(707) 234-5963

Serving Sonoma and Marin Counties

www.labremodel.com

lab@sonic.net

Steve Labourdette, Owner

SERVICES

Kitchen & Bathroom Remodeling
Room Additions
Decks & Patios
Design & Build
Custom Cabinets

HOURS

Mon – Fri: 7am – 6pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

3-Year Warranty on Labor
1-Year Warranty on Materials

BRANDS

Andersen, Certainteed, Decore-ative Specialties, Grohe, James Hardie, Kohler, Lutron, Marvin, Milgard, Moen, Pella, R. Lang, T. M. Cobb

DIAMOND CERTIFIED RATINGS DASHBOARD™

Workers Comp Insurance	✓
Liability Insurance	✓
State License No. 761404	✓
Current Complaint File	✓
Legal & Finance	✓
Business Practices	✓

CUSTOMER LOYALTY

Based on 22 random customer surveys made since June 2013 asking each customer: "Would you use this company again?"



CUSTOMER SATISFACTION

"Please rate your satisfaction with the quality received."



RATING STATUS

We declare this company Diamond Certified.
Certification No: 2043
Date: July 23, 2013

Jim Stein
Founder and Chief Executive Officer
American Ratings Corporation



THE RIGOROUS CERTIFICATION PROCESS ASSURES YOUR SATISFACTION

American Ratings Corporation conducts stringent customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

To qualify, the company must score Highest in Quality, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid State-mandated credentials.



6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.

Only the highest rated pass.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

American Ratings Corporation *Defining Excellence*

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are totally committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance— one customer at a time.

Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at www.diamondcertified.org/guarantee.html.

American Ratings Corporation
(800) 738-1138

www.diamondcertified.org
504 Redwood Blvd, Suite 210, Novato, CA 94947