

What to What to Look For in a Service Provider

by Ohana Garage Doors Owner & Founder, Mark Guzman

"When looking for an ideal garage door service company, here are several things that I recommend to take into consideration."

1. Look for experienced companies with a good reputation. Do some research online and ask for recommendations from friends and family. Since Garage Door Companies are not regulated in Texas it is very important to confirm you are working with a legitimate company. Ensure that the company you choose clearly states the company name on the phone. Their website should show their physical location and have pictures of real people rather than stock images. Technicians will wear uniforms and show up in trucks that clearly show the name of the company.

2. A reputable garage door company will have the necessary insurance and workers comp policies to protect their customers and employees in case something goes wrong. They should also have a DBA filed with the county they operate (only requirement in Harris County for a garage door company) as well as be a member of the Better Business Bureau.

3. Make sure they will provide an estimate in writing before the work is started. In order to properly quote most repairs on a garage door it will require an onsite inspection to ensure safe and reliable operation. Phone quotes are purely guessing at the root cause of the problem.

4. Check for warranties and guarantees. A reliable company will offer warranties for their products and services in writing to give you peace of mind. Look for a company that listens to your needs and provides excellent customer service. Do they have an interest in YOUR situation or are you just being rushed through the phone call?

5. Qualify their customer service. Look for a company that listens to your needs and provides excellent customer service. Check online reviews for feedback from their past customers.

6. Don't rush your decision. Take your time to find a company that meets your requirements and budget. Don't make a hasty decision based on price alone.

"We have built a company with honesty and integrity, and with employees who value the customer as an individual. We are transparent in our pricing and practices, and always have the customers best interest in mind. We are proud to be your garage door company."

Mark Guzman

Ohana Garage Doors Owner & Founder

