

OUR MISSION... TO EARN A



Let us first **THANK YOU** for
your interest in our homes.

Marlette Homes has been committed to building quality homes since 1953, and these years of experience have taught us the value of a satisfied customer. Marlette Homes and your preferred Home Center take your satisfaction very seriously. We know that buying a home may be the largest purchase that you will ever make, and with that said, we want it to be a **great experience!**

We measure our customer's satisfaction using a scoring method called Net Promoter Score (NPS). An independent third party will conduct a survey approximately 6 months after your purchase. Customers who respond with a rating of 9 or 10 are considered satisfied consumers; a rating of 7 or 8 is considered neutral (neither satisfied nor dissatisfied); and a rating of 6 or less is considered unsatisfied. While some consider 7's and 8's to be good scores, they actually do not count in the NPS rating system.

After your purchase of a new Marlette Home we will be checking in with you to make sure things are going smoothly and you are enjoying your new home. When you receive your survey call, please remember our goal is to earn a "10". If at any point throughout the process you feel you would not be able to rate your experience a "10", please give us the opportunity to earn your satisfaction.

Again, thank you for considering Marlette Homes.

