Hurricane Fence Guarantees Live Answer and 24-Hour Callback

July 20, 2026

RICHMOND, VA - July 20, 2026 -
Hurricane Fence, a Class A licensed fencing contractor serving the Mid-Atlantic since 1994, has formalized a company-wide guarantee that every customer call is answered by a live person and every inquiry receives a callback within 24 hours. The standard applies across all four of the company's offices, covering the residential and commercial fencing work it performs in Virginia, North Carolina, Maryland, and the District of Columbia.

The guarantee is built into the company's day-to-day call handling. Calls placed to any Hurricane Fence office during business hours, Monday through Friday from 8 a.m. to 4:30 p.m., are answered by office staff rather than routed to an automated system or answering service. Calls that arrive after hours or during periods of high volume are logged and assigned to a team member for a callback within 24 hours, a standard the company tracks internally across all four locations: Richmond, Portsmouth, Raleigh/Dunn, and the newly established Northern Virginia, D.C., and Maryland office.

The commitment is tied directly to how Hurricane Fence sells its work. The company provides in-person estimates only and does not issue telephone or online price quotes, which makes the first phone call the step

that starts every project rather than a transaction the company can complete without direct contact. A live answer shortens the gap between that first call and a scheduled property walkthrough, particularly during spring and summer months when call volume is highest across the company's service area.

Once a call is answered, the same person who books the estimate is often the one who later prepares any paperwork the project requires. Hurricane Fence's sales staff handles permit applications and Miss Utility notification calls, the state-required process for locating underground utility lines before excavation, on the customer's behalf. In markets with active homeowners associations, the company also prepares the drawings and documentation needed for HOA approval.

Hurricane Fence completed 3,143 projects in 2025 across its four offices and has completed more than 20,000 projects from its Richmond location alone since 1994. The company holds an A+ rating from the Better Business Bureau, is a Class A Contractor (CIC FIC & HIC #2705024990), and is certified SWaM. Field crews complete OSHA 30-hour safety training.

"A homeowner calling about a fence isn't calling to browse ? they're calling because something needs to happen on their property," said Dennis Sulser, owner of Hurricane Fence. "If that call goes to voicemail or sits for three days before anyone calls back, we've already lost the thing that matters most, which is trust. Answering the phone and calling people back inside a day isn't a marketing line here. It's how the office is run."

Homeowners and commercial property managers can reach any of Hurricane Fence's four offices directly, or view the company's completed project history and customer feedback on its Google Business Profile.

About Hurricane Fence

Hurricane Fence is the leading fence installer serving Virginia and North Carolina, specializing in fence and perimeter security solutions. They've been operating on commercial and residential projects since 1994 and are fully equipped to handle all kinds of custom commercial projects nationwide and residential projects out of their Richmond and Hamptons Roads Office. If you'd like to learn more about their company, their services, or their service area please visit their website at https://www.hurricanefenceinc.com/ or call their office at (804) 207-3593.

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For more information about Hurricane Fence Company, contact the company here:Hurricane Fence Inc.Tina Estep(804) 353-6030testep@hurricanefence.com1300 Dinneen Street, Richmond, VA 23220

Hurricane Fence Company

Virginia's fence authority since 1994. Hurricane Fence delivers residential and commercial fencing across VA, NC, and the Mid-Atlantic ? backed by 30+ years of experience, in-house gate operators, and 20,000+ completed projects.

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