



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Armalock Locksmiths

**NUMBER OF FEEDBACK FORMS RECEIVED: 49 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Armalock Locksmiths.

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> April 2026			
	Total cost of work: £275			
	Description of work: Opened door which was locked with defective barrel. Changed gearbox to new style and cut additional keys			
	Comments: Very impressed with speedy response to initial enquiry and follow through to undertake work to a high standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 31<sup>st</sup> May 2024</p> <p>Total cost of work: £75</p> <p>Description of work: Broken door handle. Had to be replaced. Part of the internal handle mechanism had snapped off. At my request Michael (the trader) inspected the rest of the mechanism, which had also developed a fault. The two hooks that should retract when the door is unlocked are no longer doing that, so that mechanism will also need replaced, which Michael will source from his suppliers, adding a separate cost to the overall job.</p> <p>Comments: Quick efficient work. Clearly knows their trade, as they were super quick in finding the issue and rectifying the first problem of the damaged handle. As its another part of the overall job, I will provide a separate review for the broken door mechanism once that has been sourced and replaced.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 30<sup>th</sup> October 2023</p> <p>Total cost of work: £95</p> <p>Description of work: New cylinder lock on upvc door</p> <p>Comments: Installed new cylinder lock Took him under 5 minutes CHARGE £95 NO Receipt. Total rip off as these locks can be purchased Screw fix / Amazon between £4. £11. As I said ripped Off.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	1	5	1	N/A

**Trader right to reply:**

This customer originally wanted the lock changed which is what was done. I did have permission to complete the job from the customer despite their dispute and this negative feedback is all down to the price of the job which none of my other customers have ever disagreed with. Basic labour rate of £60 which covers my time, traveling, fuel etc etc and £35 for the New Lock total £95.00 Fair job for Fair price and not the cheap locks from Screwfix or Amazon.

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> March 2022 Total cost of work: £195 Description of work: Replace faulty locking strip on front composite door. Comments: I left a message through Armalock Locksmiths' website and explained the situation. Received a call back the same day and Michael, the owner, said he could come out immediately. Arrived within half an hour, replaced the faulty mechanism and adjusted the door. He ensured that both my wife and I were happy with the repair, both trying out the door to see it locked / unlocked smoothly. Very pleasant talking with Michael who explained the issue as he carried out the work. Definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> January 2022 Total cost of work: £95 Description of work: Fitted new lock to internal door to garage. Comments: The trader responded quickly to my request for assistance. He arrived at the time he had advised and completed the work quickly and efficiently. Altogether an excellent job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> April 2021 Total cost of work: £145 Description of work: Replacement of gearbox in door lock. Comments: Very professional and quick to attend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	9	9

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> November 2020			
	Total cost of work: £145			
	Description of work: Replaced gear box mechanism in UPVC door.			
	Comments: Very efficient service by Michael. Came out promptly and confirmed his thoughts on the issue. Door fixed within 15 minutes. Cost as expected and 1 years guarantee given. Would highly recommend and would use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> July 2020			
	Total cost of work: £95			
	Description of work: The locks had broken on two of our windows, and a front door lock needed fixed.			
	Comments: Michael was very quick to respond to our enquiry and came and fixed our windows and door that needed attention. Our toddler was intrigued with Michael and keen to share his tools with him. Michael was professional throughout. I would recommend Armalock Locksmiths.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> April 2020			
	Total cost of work: £130			
	Description of work: Replacement of back door locking mechanism and adjust door, also kindly adjusted front door as mechanism was a bit stiff.			
	Comments: Mike arrived within half-hour of being phoned, very pleasant, very good job and charged exactly what quoted over the phone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 5<sup>th</sup> December 2019</p> <p>Total cost of work: £155</p> <p>Description of work: Fit new lock and security cylinder to front door and supply and fit associated door furniture needed to complete the job.</p> <p>Comments: Michael came out to me within 2 hours of my initial enquiry call, he quickly assessed the job and gave me a quote for the works needed. Michael kept me informed throughout, turned up on time when he said he would, completed the job in a timely manner and cleared up after himself. I would have no hesitation in recommending Michael to anyone looking for a locksmith.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 24<sup>th</sup> May 2019</p> <p>Total cost of work: £120</p> <p>Description of work: Replacement of gearbox in uPVC door.</p> <p>Comments: Michael arrived within half an hour of our call and was quick and efficient in carrying out the work. He explained thoroughly the problem and fixed it in 15 mins. He was very polite and tidy. The work was completed to a high standard and we have a one year warranty for it also which is great! I would definitely use this company again and recommend them to others. Pleasure to deal with.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> August 2018			
	Total cost of work: £130			
	Description of work: Locks on front and back doors changed.			
	Comments: Fast service. Very courteous. Explained why the locks he was replacing with were so much better than the budget ones I had. I appreciated the information. Took his card and would recommend to anyone else who was looking for the same service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> August 2018			
	Total cost of work: £55			
	Description of work: Repair to front door.			
	Comments: Very professional manner. Informative about reason for the repair. Quick and efficient service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> July 2018			
	Total cost of work: £75			
	Description of work: Barrel on main door was broken and house keys were becoming lodged in it. Barrel was subsequently replaced and 5 new house keys were provided.			
	Comments: Michael was courteous, prompt and very good at his job. The job was completed quickly and to a high standard. The cost was also extremely reasonable with no extra hidden charges. I would highly recommend this locksmith to others as I would definitely use again in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> May 2018			
	Total cost of work: £25			
	Description of work: Door lock mechanism had stuck locked resulting in the door being unable to open.			
	Comments: Michael arrived exactly at the time promised and had the door opened and the lock fixed in minutes (a screw had become loose in the lock). Michael is one of the most honest tradesmen that I have used and extremely friendly, highly recommend as your first choice should you every need a locksmith.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> April 2018			
	Total cost of work: £75			
	Description of work: A faulty cylinder was replaced in the lock of a communal door, to a block of flats.			
	Comments: The locksmith (Michael) was friendly and arrived within two hours to fix the faulty lock. The cost of the work was £75 (£20 parts, £55 labour). He was onsite for 6 minutes, I assume the labour charge included travelling time from Bathgate to Livingston and fuel costs. I would recommend using Armalock locksmiths.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> March 2018			
	Total cost of work: £75			
	Description of work: Moved into new house. Locksmith checked all doors, carried out adjustments to 2 doors and replaced lock barrel to front door.			
	Comments: Mike informative during work and very polite. Cost reasonable for work undertaken. Would recommend to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	8	9

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> December 2017			
	Total cost of work: £65			
	Description of work: My front door lock was not working properly and handle was slack. Handle removed to get into lock, a part had broken, renewed part, tightened handle and also adjusted door as was not closing as tight as it should have been. Michael also re-sealed some of outside door frame.			
	Comments: Michael was very prompt, friendly, mannerly, showed me the problem and what he was doing. I asked if he could adjust the door at all as I thought there was a draft coming through at bottom, he did this and also silicone sealed some of the edges again. Great job, door is closing tightly now, no draft or noise.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> September 2017			
	Total cost of work: £105			
	Description of work: New high security lock and non-copy-able keys.			
	Comments: Very thorough and gave helpful explanations.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> May 2017			
	Total cost of work: £65			
	Description of work: To replace locks.			
	Comments: Very happy with this trader and prompt service. He arrived at my property within 30 minutes of phone call. Great local service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> April 2017			
	Total cost of work: £60			
Customer Ratings (Out of 10)	Description of work: Top and bottom push button locks supplied and fitted as extra security on patio doors.			
	Comments: Michael advised on most suitable option and fitted locks the following morning. Very professional and friendly. Thoroughly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> September 2016			
	Total cost of work: £145			
Customer Ratings (Out of 10)	Description of work: Gain access to property after locks failed.			
	Comments: Michael was a life saver when I was unable to access my property due to the locks on the doors failing. After calling a number of locksmiths advertised on Google who were unwilling to attend, Michael was more than willing to fix my lock and access my property. After using him once, I have used him a second time to change another lock and would recommend his service to anyone.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED.	Date received: 9 <sup>th</sup> September 2016			
	Total cost of work: £70			
Customer Ratings (Out of 10)	Description of work: Fitted a new locking mechanism (espag) to our double glazed window.			
	Comments: Michael was very quick to respond. He was very efficient, knowledgeable and friendly and almost half the price of a quote from another company. We'll be using him again for any future work involving locks.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED.	Date received: 12 <sup>th</sup> July 2016			
	Total cost of work: £65			
	Description of work: Removal of key in jammed lock and replacing with new lock.			
	Comments: Michael McLaughlin was a lovely genuine guy and put me at ease from when he first answered the phone. He diagnosed the problem immediately and arrived at the house within 25 mins. He explained everything he was about to do and went about his job diligently. He soon had the job completed and was very professional throughout. Can't recommend him enough. Don't hesitate to give him a call if you're needing any assistance with your property security.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED.	Date received: 8 <sup>th</sup> July 2016			
	Total cost of work: £125			
	Description of work: New lock mechanism for front door.			
	Comments: This is the second time I've used this trader and would not hesitate to do so again. Prompt response, keeps appointments and very professional job!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work \$ 120 <hr/> Description of the work undertaken: <i>Replace faulty gear box on rear UPVC door.          (door wouldn't unlock)</i> <hr/> <hr/> Your comments: <i>Verbal quote over phone. Prompt visit - confirmed cost. Fixed there &amp; then. Excellent service.</i> <hr/> <hr/>	Date received: 29 <sup>th</sup> March 2016			
	Total cost of work: £120			
	Description of work: Replace faulty gear box on rear UPVC door (door wouldn't unlock).			
	Comments: Verbal quote over phone. Prompt visit – confirmed cost. Fixed there and then. Excellent service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED.</p>	<p>Date received: 15<sup>th</sup> March 2016</p> <p>Total cost of work: £75</p> <p>Description of work: Opening jammed front door lock and replacing cylinder with slipped cam.</p> <p>Comments: This was a very fast response of 15 minutes as Mr McLaughlan was nearby. He picked the lock and got us in before seeing whether he could remedy the existing lock. The cylinder had to be replaced as the cam had slipped and, although the key would lock the door, it could not be removed. This was a striking example of a responsive and very reasonably priced service and I would recommend this firm without reservation!</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work: £45</p> <p>Description of the work undertaken:  ① RE-ALIGN UPVC DOOR HINGES  ③ RE-ALIGN KEEPS IN FRAME</p> <p>Your comments:  Professional and thorough. Arrived on time, called to say he was on his way. Started work immediately and continued until the job was completed. Then he had a cup of tea - the first cup went cold as he was focused on the job. Thank you Michael.</p>	<p>Date received: 18<sup>th</sup> January 2016</p> <p>Total cost of work: £45</p> <p>Description of work: 1. Re-align UPVC door hinges. 2. Re-align keeps in frame.</p> <p>Comments: Professional and thorough. Arrived on time, called to say he was on his way. Started work immediately and continued until the job was completed. Then he had a cup of tea – the first cup went cold as he was focused on the job. Thank you Michael.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work: £85</p> <p>Description of the work undertaken:  Locks changed on front + back door. Checked lock on garage door. Discussed effectiveness of security.</p> <p>Your comments:  Very knowledgeable + friendly. Didn't show up for first appointment but did contact me to explain a few hours later. Seems to be very busy but very accommodating with when he can be available.</p>	<p>Date received: 24<sup>th</sup> December 2015</p> <p>Total cost of work: £85</p> <p>Description of work: Locks changed on front and back door. Checked lock on garage door. Discussed effectiveness of security.</p> <p>Comments: Very knowledgeable and friendly. Didn't show up for first appointment but did contact me to explain a few hours later. Seems to be very busy but very accommodating with when he can be available.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>8</p>	<p>10</p>	<p>10</p>	<p>10</p>

Total cost of the work £

Description of the work undertaken:

Replace gear box ~~and fit it~~ in multipoint double glazed (18yr old) door. Door had to be removed and bolts fitted into lock. Took much longer than quote but at no extra charge. Came back 2 days later to fine tune at my request - no charge.

Your comments:

Said 'no lock' had ever beaten him' and this wouldn't be first." Would use again -

Date received: 27<sup>th</sup> October 2015

Total cost of work: Not provided.

Description of work: Replace gear box in multipoint double glazed (18 yr old) door. Door had to be removed and bolts fitted into lock. Took much longer than quote but at no extra charge. Came back 2 days later to fine tune at my request - no charge.

Comments: Said 'no lock' had ever beaten him 'and this wouldn't be first'. Would use again.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

9

10

10

10