

The Monterey Company Surpasses 800 Google Reviews With a 5.0 Rating

The Bend, Oregon custom pin and coin manufacturer publishes all customer feedback to Google, a platform most promotional product vendors do not use.

BEND, OR, UNITED STATES, August 26, 2026 /EINPresswire.com/ -- The Monterey Company, a [pin company](#) and custom promotional products manufacturer operating since 1989, has surpassed 800 customer reviews on its Google Business Profile while maintaining a 5.0 average rating.



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Eric Turney, Sales and Marketing Director, The Monterey Company

to do with the rating than with the platform. A review of the top 5 US manufacturers of custom pin and challenge coin suppliers found that none have a claimed Google Business Profile and no public review presence. Most direct customer feedback in the industry appears on company-owned pages or on platforms the company selects and pays for.

The Monterey Company has taken the opposite approach. Its reviews sit on a public Google profile tied to a verified physical location in Bend, Oregon. The company cannot filter, curate, or remove what customers write.

"We could have built our own review page and shown only what we wanted," said Eric Turney, Sales and Marketing Director and co-owner of The Monterey Company. "Google felt more honest. Customers deserve a place to say what they think where we cannot edit it."

87 of the 800 reviews reference The Monterey Company as a top [enamel pin maker](#) and enamel pins specifically, the product line that accounts for a significant share of its order volume. Company order data shows that 19 percent of pin customers place a second order, a figure the

company points to as a more meaningful quality signal than any rating.

The company has also published a video testimonial from Crafting With Delonda, a YouTube creator with 200k subscribers, discussing the finish quality and production accuracy of the company's enamel pin work.

A 5.0 rating across a review base of that size invites scrutiny, and the company says it welcomes it. The profile is unfiltered, every review is publicly visible, and the company responds publicly to critical feedback when it appears.

The Monterey Company manufactures custom lapel pins, enamel pins, challenge coins, embroidered and woven patches, medals, keychains, hats, charms, and ornaments. Its customers include military units, fire departments and law enforcement agencies, schools and universities, nonprofits, corporate marketing teams, and government agencies. The company has operated from Bend, Oregon since 1989.

More information about the company's custom lapel pins is available at montereycompany.com.

About The Monterey Company

Founded in 1989 and based in Bend, Oregon, The Monterey Company designs and manufactures custom promotional products including lapel pins, enamel pins, challenge coins, patches, medals, and awards. The company works directly with military, first responder, corporate, education, nonprofit, and government clients across the United States. Customer reviews are published on the company's Google Business Profile.

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