

# FEEDBACK REPORT *for* Glass Guru of Central Ohio, Inc



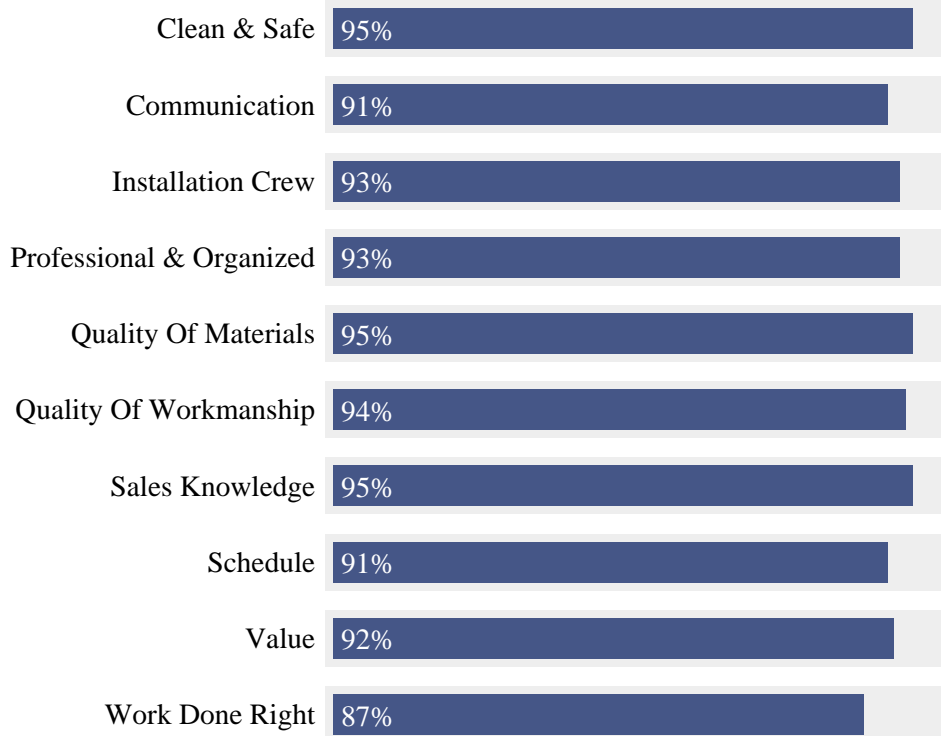
## Customer Feedback Summary

*Of 2,603 surveys sent, 797 were responded to*

195 Union St, Ste C  
Newark , OH 43055  
(740) 349-0871  
[www.TheGlassGuru.com](http://www.TheGlassGuru.com)

### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Glass Guru of Central Ohio, Inc relies on our customer surveying to help them deliver an exceptional customer experience.



## Recent Reviews & Published Comments

### REVIEW

Lou G.  
North Royalton, OH  
Jun 01, 2019



We were very pleased with the work done by Glass Guru to fix our foggy windows. The replacement glass looks great. We would definitely use again if needed.

### REVIEW

Amanda O.  
Dublin, OH  
May 28, 2019



I have used Glass Guru for a few different projects and they have been professional and courteous. The window they fixed looks great and I plan on having them back soon for other projects.

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**Glass Guru of Central Ohio, Inc**



REVIEW

Laime S.  
Solon, OH  
May 25, 2019



Professional great job!

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REVIEW

Brenda S.  
Grove City, OH  
May 18, 2019



We have had Glass Guru for several different jobs and have always been extremely pleased with the quality of their work!

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REVIEW

Brandon B.  
Grove City, OH  
May 16, 2019



Christian was a very friendly and quality installer. I would recommend his and the services of Glass Guru to others.

REVIEW

Jeff B.  
Westerville, OH  
May 16, 2019



Had the salesman come out to examine all my windows and advise of which seals were broke and needing replaced. First he couldn't measure one "half-round" because it was up too high. So a second appt was needed. Second, he missed one in my dinette that I now have to stare at all fogged up every morning. If he had caught it, it would look as good as all the others they did. The work that was done, really does look great!

REVIEW

Jake G.  
Hudson, OH  
May 14, 2019



We have had window panes replaced on 3 windows so far. the work has been well done. Pricing went up very significantly for the 3rd window which was just done. One pane cost us more to replace than the whole window had when we had it replaced.

REVIEW

Aaron M.  
Lewis Center, OH  
May 06, 2019



Great company!

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### REVIEW

Greg G.  
Pickerington, OH  
Apr 20, 2019



For the second time in the past couple of years we called upon The Glass Guru for assistance with cloudy windows. They did a fantastic job and now all of our windows in our house look brand new!

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### REVIEW

Bob R.  
Columbus, OH  
Apr 18, 2019



Installer was thorough and professional.

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### REVIEW

Marsha E.  
Pickerington, OH  
Apr 16, 2019



Arrived on time and had new window glass installed in a short time.

### REVIEW

Eric G.  
Pickerington, OH  
Apr 06, 2019



Everyone from the person on the phone, to the estimator, to the installer was friendly and easy to work. They all seemed knowledgeable. The quality of the materials seems good. The estimator was efficient. The installer was very organized and conscientious.

### REVIEW

Igor M.  
Galloway, OH  
Mar 31, 2019



Good price and well done work. Couldn't ask for more.

### REVIEW

David T.  
Columbus, OH  
Mar 29, 2019



Excellent company fast reliable used them several times highly recommend

### REVIEW

Doug M.  
Galloway, OH  
Mar 21, 2019



Very Good customer service and polite to match.

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REVIEW

Carol O.  
Columbus, OH  
Mar 09, 2019



The owner came to give us an estimate, by himself with no ladder, and expected us to assist him in getting up on a second story roof. While the main installer was very helpful and professional, the person who was supposed to help him showed up an hour late, so he continued the work by himself. After the first rain, one skylight started leaking. It was successfully repaired within two days. They do not do their work in a safe and professional manner. The customer service person put off my complaints saying that only the owner could handle it. He has never contacted me to discuss our dissatisfaction.

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COMMENT

Additional Comment  
Mar 03, 2019

I am very satisfied and impressed with my entire experience with The Glass Guru. A company that represents what "doing good business and customer satisfaction" means to me.

COMMENT

Additional Comment  
Mar 03, 2019

Trevor went above and beyond what was expected by me to answer questions and inform me of details of the installation process. Trevor was extremely personable, professional and time efficient in his workmanship.

COMMENT

Additional Comment  
Mar 03, 2019

The excellent quality of material. The knowledge and skill of the installer. I was very impressed and satisfied with the exceptionally short amount of time that it took to clean up, prep and install my replacement glass.

REVIEW

Shaun H.  
Columbus, OH  
Feb 14, 2019



glass job was done quicker than I thought it would be  
THANX

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### REVIEW

Kelly C.  
Lewis Center, OH  
Feb 06, 2019



We were very pleased with the service from Glass Guru, from the sales rep who visited our house and drew up the estimate to the gentleman who performed the installation service. He was professional and thorough, quickly changing out our windows.

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### REVIEW

Gary S.  
Columbus, OH  
Feb 01, 2019



I felt a high level of confidence in GG from the moment a received a call from the scheduler for my appointment with a sales person to review my problems. The installation team were professional. One large section of glass that was installed was wavy and offered distorted views. I called, they made a complaint to the manufacturer and within 3 weeks we had a new piece of glass. I felt we received great service.

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### REVIEW

Doris M.  
Twinsburg, OH  
Jan 24, 2019



Knowlegelable

### REVIEW

Kristin L.  
New Albany, OH  
Jan 23, 2019



Excellent product and the installers were very helpful with my questions as were they professional and kind!

### COMMENT

Additional Comment  
Jan 21, 2019

Wood had been glued and this made job very difficult and time consuming to install replacement glass. They found a solution and quality was top notch. I was never asked to pay more than quoted price made prior to discovery of glue. Class act and rare to see these days! Thank you Glass Guru!

### COMMENT

Additional Comment  
Jan 20, 2019

I am a realtor and have referred you to three clients thus far. I appreciate your giving them a 10% realtor referral discount.

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#### COMMENT

Additional Comment  
Jan 03, 2019

Glass Guru was recommended to me by a realtor, I've let her know that we are completely pleased with the work and to continue recommending them.

#### COMMENT

Additional Comment  
Jan 03, 2019

Installation team was super, did a very neat, clean, quick job. Very nice to work with, an asset to the company. All communication with the office was quick and efficient.

#### COMMENT

Additional Comment  
Jan 03, 2019

how quick the installation was and the neatness, and everybody was very friendly and professional.

#### REVIEW

Lewis M.  
Westerville, OH  
Dec 28, 2018

It was all good, Didn't want to fix the shattered glass but That's life!

