

## CUSTOMER FEEDBACK REPORT *for*

# Glass Guru of Macedonia



### 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

Laime S.  
Solon, OH  
May 25, 2019



Professional great job!

### 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

LIZ W.  
Richfield, OH  
Mar 19, 2019



Could not be happier with the window glass replacement by Tyler Wine of Glass Guru! Very professional and courteous. Tyler called because he was running late and gave me an actually eta! He laid a tarp on the floor to wipe his feet, instead of my oriental! Took our window to his van and installed the glass into our frame, within 15 minute our window was back in place and looked brand new. Tyler cleaned up and explained the warranty and asked if I had any questions! EXCELLENT EXPERIENCE!

### REVIEW

Doris M.  
Twinsburg, OH  
Jan 24, 2019



Knowlegelable

7791 Capital Blvd, Ste 8B  
Macedonia , OH 44056  
(330) 467-5318  
[www.TheGlassGuru.com](http://www.TheGlassGuru.com)

### GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of Glass Guru of Macedonia in Hudson, OH; Akron, OH; Macedonia, OH; Cuyahoga Falls, OH; Northfield, OH; Twinsburg, OH; Aurora, OH; Stow, OH; Brecksville, OH; North Royalton, OH; and 56 other cities in Ohio.

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### COMMENT

Additional Comment  
Jan 20, 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!

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### 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.

### COMMENT

Additional Comment  
Dec 26, 2018

They offer a very cost effective way to dealWith window repair. We have used them on several properties and always found their work exceptional.

### COMMENT

Additional Comment  
Dec 20, 2018

Easy process from start to finish, prompt and responsive, professional staff, and excellent workmanship.

### COMMENT

Additional Comment  
Nov 21, 2018

They acted professionally and offered great service all for a reasonable price compared to thecompetition

### COMMENT

Additional Comment  
Oct 23, 2018

David was referred to me from a realtor in Columbus and I was more than impressed with the install. Very professional and cleaned up like nobody was ever in the house.

### COMMENT

Additional Comment  
Oct 23, 2018

The pricing was very competitive to other quotes and the work and experience makes it worth going with the glass guru.

### REVIEW

Matt V.  
Akron, OH  
Oct 07, 2018



It is not often that one runs across a company like "Glass Guru". Expectations were met exactly as set. The experience was perfect from the initial phone call to the final installation; Thank You.

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### REVIEW

Fred H.  
Seven Hills, OH  
Oct 05, 2018



Quick and accurate quote, quick-professional installation. Only had them now for a week, but I'll tell you that being able to look out my window is really nice. It appears that they have been installed correctly, but some cold weather shifts this fall and winter will help me determine for sure the quality and installation. So far - so good - everything that I was told is what happened! From that standpoint - invite them over for a quote - you'll save yourself some money and a lot of aggravation.

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### REVIEW

Brad H.  
Solon, OH  
Sep 11, 2018



Great work! Will not hesitate to recommend.

### REVIEW

Lillian S.  
Twinsburg, OH  
Aug 23, 2018



I am extremely pleased with Glass Guru. They offer a service that I couldn't find with anyone else in the area and will definitely contact them again when the need arises.

### REVIEW

Ann E.  
Stow, OH  
Aug 22, 2018



Very professional and did quality work as promised.

### REVIEW

Paula A.  
Twinsburg, OH  
Aug 08, 2018



I was most pleased with the professionalism, quality of services and materials and the responsiveness. Thank you!

### REVIEW

Trudi S.  
Northfield, OH  
Aug 07, 2018



I am very pleased with my new window.

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**Glass Guru of Macedonia**



REVIEW

Kathryn H.  
Broadview Heights,  
OH  
Jun 29, 2018



They fixed the glass in a broken double pane window. I could have replaced the whole window for what I paid for the glass to be fixed. The installation guy said he had never seen the type of mechanism that my window had to crank it open...which seemed weird. And he said it was broken, so he took the gear out and left it on the window sill. I guess since it was broken it didn't need to be inside the window. But overall, I have buyers remorse and should have just replaced the window. They did do a good job fixing the glass though.

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REVIEW

Margaret P.  
Garfield Heights, OH  
Jun 05, 2018



From first interview to written estimate to finished project, this company provided service beyond what I expected. Crew arrived on time and worked until project was completed. Workmen answered questions, explained what had to be done and why. A good experience at reasonable cost.

REVIEW

Richard H.  
Cuyahoga Falls, OH  
Jun 02, 2018



fair price

REVIEW

Jennifer F.  
Brecksville, OH  
May 15, 2018



This company was great! The job was well done and they arrived as scheduled. I would definitely recommend Glass Guru of Medina to anyone who needs to replace glass in a window!

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### REVIEW

Jennifer T.  
Richfield, OH  
Apr 25, 2018



This was our second time using Glass GuRu. The first time was perfect! The second time, the guy was late, I had to call and they had to call me back to tell me he would be 2 hours late. He showed up and had an extremely hard time removing the broken window (which the previous guy had no problems with). After a long time of him banging and go inside and outside he successfully removed and replaced the window. After I paid him and he left I noticed the interior wood work around the window was attached and dented from his attempts to get the window out. There is no way to fix his damage.

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### REVIEW

Robin G.  
Warrensville Heights, OH  
Apr 18, 2018



Glass Guru saved us from having to purchase brand new windows. Thanks Glass Guru!

### COMMENT

Additional Comment  
Feb 06, 2018

Glass Guru was great but we had moved out before the installation of the new windows and the new owners where there for the work. Glass Guru was wonderful about the transition and took care of everything.

### COMMENT

Additional Comment  
Jan 18, 2018

Good professional service.

### COMMENT

Additional Comment  
Jan 18, 2018

Everyone I talked to was great from the estimate to installation. They were professional, answered questions, and did the work with ease.

### COMMENT

Additional Comment  
Jan 18, 2018

Every area of my experience was great and as promised.