# Customer Feedback Summary

Of 130 surveys sent, 50 were responded to



# Recent Reviews & Published Comments

REVIEW

James H. Bridewater, NJ Jun 30, 2017

REVIEW Nancy C. Old Bridge, NJ May 12, 2017 good job and very hard working crew. Would definitely recommend and use their work again

Great from A to Z.



318 McLean Blvd. Paterson , NJ 07504 (877) 777-4488 www.nationwidewindow.com

## **GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Nationwide Window & Siding (archive) relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nationwide Window & Siding (archive) in Staten Island, NY; Edison, NJ; Clifton, NJ; Toms River, NJ; Jersey City, NJ; Brick, NJ; Brooklyn, NY; Union, NJ; Newark, NJ; Yonkers, NY; and 685 other cities in New York, New Jersey, Maryland, Pennsylvania, Delaware, and 2 other states.





#### REVIEW

Dan C. Ewing, NJ Jan 18, 2017

#### REVIEW

Carmen C. Toms River, NJ Jan 06, 2017

#### REVIEW

Eric T. Middletown, NJ Jan 06, 2017

#### REVIEW

Donna N. Saddle Brook, NJ Dec 23, 2016

#### REVIEW

Nolan K. Nutley, NJ Dec 16, 2016

#### REVIEW

Lorraine I. Kings Park, NY Aug 25, 2016 Overall good quality of work and satisfied for my cost. Communication within departs (sales - installers) could have been improved.

My two new front windows are perfect. The match the eight rear windows Nationwide did five years ago. All are operating and weathering just fine!

This was a big improvement to our home. We had a big wall with no windows and needed natural daylight added to this room. well let us tell you it did just that and looks great. All family and friends cant believe what a difference it made to the room. Thanks again for a job well done and would recommend to friends anytime.

From start to finish, each Nationwide employee were amazing! I have not seen such excellent service in many years; not only were they professional and well skilled, but they were also attentive to my needs and very kind.

Nationwide did an awesome job!!!! Their work completely transformed my house. Inside and out! They were in and out in one day. Took my old windows. No mess to clean up after. Great value and service for top notch product!!!!

I had a window and sliding door. Nationwide put in a 16ft sliding door. I could not ask for a better job. The office staff was courteous and professional. The crew & team leader were very professional and did excellent work. I would recommend Nationwide to anyone.



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#### REVIEW

Jung C. Wayne, NJ Jul 26, 2016

#### COMMENT

Additional Comment Mar 12, 2014

COMMENT

Additional Comment Mar 12, 2014

#### COMMENT

Additional Comment Mar 02, 2014

#### COMMENT

Additional Comment Mar 02, 2014

#### COMMENT

Additional Comment Mar 02, 2014 If you need siding job for your house, I strongly recommend this company. The price was great, The job they did was wonderful and perfect. Also, They are so honest and reliable. You will never regret if you choose this company for your siding. My neighbor say my house looks so beautiful. I was so lucky that I could find this company.

The sales manager, I think his name was John, was excellent.

I was most satisfied with the quality and the value.

We really enjoyed their service. We would recommend them to others. We loved them so much we are thinking of having our siding done. We would most likely go through them.

George Bertan - He is the one that came to our house to do the quote. He was very professional, friendly, and took very good care of us!

I really enjoyed how fast they were. We only had to work 1 day into our schedule, instead of having to take days off.I also liked that the salesman offered us a variety of types and styles to choose from. He even stepped outside as we decided on the windows. I thought it was very professional.



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#### COMMENT

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COMMENT

Feb 26, 2014

Feb 25, 2014

Feb 25, 2014

Feb 25, 2014

Castlegrande

Feb 25, 2014

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Toms River, NJ

COMMENT

COMMENT

REVIEW

Additional Comment Feb 26, 2014

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Additional Comment

I was most satisfied with the installation crew. They were great. They were quick, professional, and met any requests we had. They met anything we needed or wanted, whether regarding how we wanted it to look or what way we wanted it. They did exactly like we asked. They are quite accommodating.

I'd like to recognize Ceaser. He was excellent.

The crew was professional and banged it out. It was amazing.

The value was much more than what we paid.

The whole team was amazing.

The quality of the materials used was exactly if not better than what they explained. They arrived at 10 am and were gone by 4 pm. The windows were in, sealed, working, and done very professionally. The place was clean. The outside was clean and it looked they were never here. A window cracked so they sent someone down and sealed the unit in. The window is fine now and looks great.

The installation crew was good, professional, and organized.

The installation crew was good.



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### COMMENT

Additional Comment Feb 25, 2014

#### COMMENT

Additional Comment Feb 25, 2014

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COMMENT

Additional Comment Feb 21, 2014

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#### COMMENT

Additional Comment Feb 21, 2014 Rated a 5.

I will be calling Nationwide for some other projects soon, and I will definitely recommend them to other people i know.

The new windows make my house look good and save energy.

Actually, whatever was mentioned in the contract was accurate. I don't think they failed anywhere.

The salesman was pretty knowledgeable. He was very professional and gave us all the information we needed. The contractor did a great job other than telling me how to operate the windows.

I was most satisfied with the windows.

I would like to recognize the window installers at Nationwide Window & Siding for their exceptional service.

All of the employees were very professional.



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