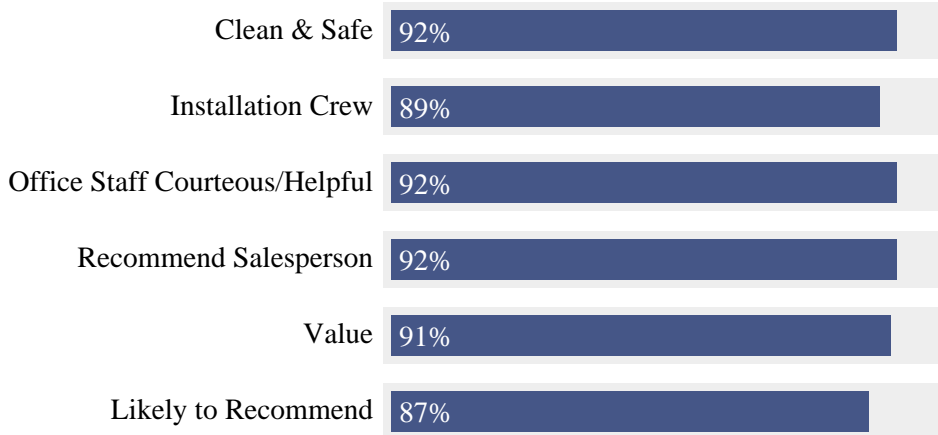


CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Nashville



Customer Feedback Summary

Of 468 customers surveyed, 280 responded



5780 Crossings Blvd
Antioch, TN 37013
(615) 751-5166

GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, Champion Windows of Nashville relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Champion Windows of Nashville in Nashville, TN; Antioch, TN; Murfreesboro, TN; Franklin, TN; Brentwood, TN; Smyrna, TN; Clarksville, TN; Hermitage, TN; Mt. Juliet, TN; Hendersonville, TN; and 66 other cities in Tennessee and Kentucky.

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Recent Reviews & Published Comments

REVIEW

Barbara A.
Nolensville, TN
Feb 16, 2015
★★★★★

I would not recommend them. I do not think they deserve any kind of star.

REVIEW

Grace M.
Nashville, TN
Feb 16, 2015
★★★★★

the door is beautiful they were clean and on time. There was no mess left for me to clean up afterwards.

REVIEW

Sam B.
Antioch, TN
Feb 13, 2015
★★★★★

The crew was outstanding.

REVIEW

Vernal F.
Old Hickory, TN
Jan 20, 2015
★★★★★

The quality of the windows is good. I had some issues in the beginning, but Champion Windows did solve the problem.

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REVIEW

Dan W.
Murfreesboro, TN
Jan 20, 2015



Their product is pretty good. Ask for James crew to do the installation. We had another crew first and they were absolutely awful. James crew had to come in and redo all the work but James did do a great job. A 2 day job took almost 2 weeks to do but in the end it came out pretty good.

REVIEW

Benny B.
Franklin, TN
Jan 12, 2015



Great job and excellent workmanship. We plan to enjoy our sunroom for many years to come. Friendly and knowledgeable staff and workers.

REVIEW

Ronald T.
Lafayette, TN
Jan 09, 2015



Be sure to ask for an itemized list of charges before agreement to any purchase. That way you know what each thing is costing and then what the discounts might be. You may need this for future reference. Wish we had ask for one first.

REVIEW

Robert A.
Murfreesboro, TN
Jan 07, 2015



The quality of the windows and the promises they made about the windows were all true. The quality was excellent and we've seen the benefits from the new windows themselves.

REVIEW

Dan K.
Fairview, TN
Dec 18, 2014



I think they are the best. They back the product and warranty. You never have to call them twice. When they say they are going to be there they are there! They are courteous and professional. They know what they are doing. Their number one concern is the customer.

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REVIEW

Kristin D.
Mount Juliet, TN
Dec 15, 2014



We had a lot of trouble getting Champion Windows of Nashville to call us back when they said that they would. It took us 3 rescheduling dates to get them to finally come out and install our door. They installed the lock incorrectly and when they came to fix the problem they told us to use a screwdriver to lock our door. We were not satisfied with our experience with Champion Windows of Nashville.

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REVIEW

John H.
Nashville, TN
Dec 05, 2014



The Champion Windows of Nashville service people were outstanding and very professional. They were on time and did exactly what they said they were going to do. I was well satisfied with their performance.

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REVIEW

Betty F.
Franklin, TN
Dec 04, 2014



We were extremely pleased with the deck and screened in porch that Champion installed. The installer was very skilled in his trade, and very professional. He did a great job.

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REVIEW

James M.
NASHVILLE, TN
Dec 02, 2014



Champion Windows' work was wonderful and everyone I dealt with was great. The work they did was awesome and the job was completed much quicker than I expected. Champion Window made my house look new again. My wife and I are very proud of the appearance of our home.

REVIEW

Tim W.
Hopkinsville, KY
Nov 22, 2014



I am very happy with Champion Windows of Nashville's product and with the professionalism of the installer. Overall I am very happy with the entire experience.

REVIEW

John C.
Springfield, TN
Nov 19, 2014



We would recomend Champion highly, With our past experience with them their service is just as good as 14 years ago when we had our first house done, That is high recomadiation, The Carterscarters

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REVIEW

Robert C.
Franklin, TN
Nov 17, 2014



We have been most impressed with the quality of materials, timeliness of installation, and professionalism of ALL employees. This is most evidenced by the fact that we have used Champion to install sunroom additions in our last 2 homes, and have recommended Champion to several friends and neighbors.

REVIEW

Len D.
Bellevue, TN
Nov 14, 2014



I was very pleased with everyone that I dealt with. The salesperson, the installer and the construction engineer were all great. I am so very pleased with my room.

REVIEW

John S.
Franklin, TN
Nov 10, 2014



They did a very nice job. They were in and out but could have been here earlier than what they were. I was satisfied. I was surprised by how good the carpeting was. We are satisfied with the whole job. The job itself was very well done.

REVIEW

Jerry S.
Nolensville, TN
Nov 10, 2014



We really love our room so far. It has added space and beauty to our home. We waited a long time to do this and by choosing Champion we made the right decision.

REVIEW

Denis H.
NASHVILLE, TN
Oct 31, 2014



Windows are very good and would recommend. Customer relations are poor ! Spent over nine thousand dollars in windows and can't get anyone to call me back about some replacement windows!

REVIEW

Ramona G.
Murfreesboro, TN
Oct 28, 2014



I felt Champion Windows was very professional. The quality of the room overall is exceptional. Champion Windows did what they said they would do. I was very satisfied.

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REVIEW

Monty J.
Hermitage, TN
Oct 20, 2014



Our window wasn't installed in a timely manner as promised. The window was overpriced and we were overcharged. The straw that broke the camel's back was that the Regional Manager refused to talk with us. We fully intend to contact the home office in Ohio.

REVIEW

Melissa J.
NASHVILLE, TN
Sep 03, 2014



I'm very disgusted with Champion in that I was not informed about the delay in getting my windows and waiting 5 1/2 hours for them to get installed!!!!!!! That is no way to treat your customers!!!! Again I feel VERY strongly that I should be compensated for the reasons above.

REVIEW

Jonathan W.
Nashville, TN
Nov 06, 2013



I believe that Champion Windows, by far, should be the number one company in all of Tennessee because of the quality of their windows is far superior to anything you will find. I would recommend them to everyone.

REVIEW

Chris L.
Antioch, TN
Oct 30, 2013



Champion Windows of Nashville is a great product at a great price. The sales team at Champion Windows of Nashville was friendly and were very professional.

REVIEW

Matt D.
Madison, TN
Oct 30, 2013



They were very knowledgeable and competitive in heir pricing, and that was a big sell at customer service. Everyone that I deal with throughout the whole process was professional and courteous and they took care of all my concerns. I was very pleased with the work, and I wish I had known about them before replacing our previous windows.

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REVIEW

Melba S.
Ashland City, TN
Oct 25, 2013



Their performance from the sales to the completion was very satisfactory. I enjoyed talking with the people as they worked. The outcome and results were perfect.

REVIEW

Caleb F.
Joelton, TN
Oct 25, 2013



I was most satisfied with the fact that when I replaced my windows, they were made to be functional and lowered my electric bill. My electric bill went from \$360 to \$95. Champion Windows of Nashville blew more insulation into the attic and installed a new heat and air system.

REVIEW

Les W.
Stewart, TN
Oct 22, 2013



Champion Windows is a quality company to work with and they meet or exceed your expectations. The product that they install is done so in a professional manner. When they are finished it is a product that will increase the value of your home.

REVIEW

Rebecca A.
Clarksville, TN
Oct 21, 2013



Champion Windows came to my home, built a sunroom for me and did a beautiful outstanding job. I would recommend them to anyone and in the future if I would ever want to have work done to my sunroom, Champion would be the company I would recommend to do it.

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