

## Customer Feedback Summary

Of 131 surveys sent, 76 were responded to



## Recent Reviews & Published Comments

## REVIEW

Dave P.  
London, ON  
Nov 16, 2021  
★★★★★

Everything went wrong and it took them a year to fix it. Terrible customer service. Things only started to happen after I informed them I would make a formal complaint to the BBB. They eventually started the job over and actually successfully installed my new doors. One of the worst company for customer service I have ever dealt with. A new excuse every time they missed a deadline.

## REVIEW

Zahir H.  
London, ON  
Jun 11, 2020  
★★★★★

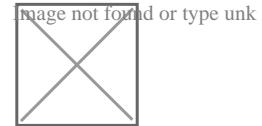
The father and son team of Pierre and Patrick performed the installation like a well oiled machine. Very professional. Luc was very easy to deal with and was knowledgeable about his product.

515 Hamilton Rd  
London , ON N5Z 1S3  
(519) 850-9170

## GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Douglas Window & Doors Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Douglas Window & Doors Inc. in London, ON; Chatham, ON; Dorchester, ON; Ingersoll, ON; Thorndale, ON; Ailsa Craig, ON; Mt Brydges, ON; Kitchener, ON; St. Marys, ON; Embro, ON; and 12 other cities in Ontario.



## REVIEW

Sue V.  
Kitchener, ON  
Apr 15, 2020



They were not pushy. They were really informative in laying out a quote for me. I was all around pleased.

## REVIEW

Doug D.  
London, ON  
Apr 03, 2020



This is our third experience using Douglas Doors & Windows, and we have been extremely satisfied each time. The quality of the sales team, the product, the installation & any follow-up services have been outstanding. We would highly recommend using their services for any door & window requirements.

## REVIEW

Wayne B.  
London, ON  
Mar 27, 2020



They did a good job and were professional.

## REVIEW

Cathy F.  
London, ON  
Mar 26, 2020



I was very impressed and very pleased with the whole experience.

## REVIEW

David H.  
St Thomas, ON  
Mar 25, 2020



The reason why I gave 5 stars is because of everything. The sales rep told me what was going on. And when to expect

## REVIEW

Christine C.  
London, ON  
Mar 25, 2020



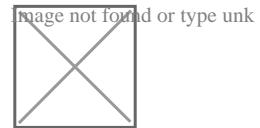
Our experience with Douglas Window and Door was seamless. They are exceptionally professional from the sales department, office staff and installation crew. All schedules were adhered to and the job site was left clean. We appreciated the NO PRESSURE sales approach and the fact that they did not disparage other manufacturers to promote their suppliers.

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## COMMENT

Additional Comment  
Apr 13, 2018

## REVIEW

B.C.M.  
Chatham, ON  
Apr 13, 2018



## COMMENT

Additional Comment  
Apr 13, 2018

## COMMENT

Additional Comment  
Apr 13, 2018

## REVIEW

Janssen B.  
Ingersoll, ON  
Apr 03, 2018



## REVIEW

Wayne L.  
London, ON  
Mar 30, 2018



Would highly recommend Douglas Windows&Doors Inc. for their experience, product and pricing.

Would highly recommend. I will again call upon Douglas Windows&Doors to finish the remaining windows.

Really good company to deal with. Product effective and efficient.

Right from my sales rep to the workers and owner. Well done, thank you for your knowledge and experience and dealing with all question and resolving issues.

Excellent service

These folks were fast and professional. They solved a design problem by working creatively with me and I ended up with a beautiful product.

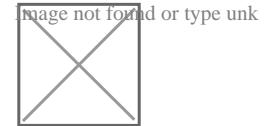
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FEEDBACK REPORT for  
**Douglas Window & Doors Inc.**



REVIEW

Riopelle M.  
London, ON  
Mar 30, 2018



We were extremely satisfied with Douglas Window and Doors. This is a company that delivers on everything, from the first meeting to the final installation and follow-up. With regards to the service, it started with a sales person coming to our home. No hard sell, just a person who believed in the company and the products and could convey that. He explained everything in great detail. Measures were taken more than once and by more than one person to make sure the custom door would fit just right. The installers were professional and definitely knew what they were doing. They wanted the work to be perfect so they would not have to come back. There was a slight glitch by the Kitchener manufacturer on the door - not a problem by Douglas Windows - however the salesman pursued it with the manufacturer until we were all satisfied. We have done several major renovations recently and this company is the best we have ever dealt with. We have recommended them to everyone who comments on how beautiful our doors are. We wish more companies delivered like this one does.

REVIEW

Qiang W.  
London, ON  
Mar 17, 2017



We are very satisfied with the service. The guys who came were quick and professional. The lady who came to our house the first time was very nice and professional. The project manager was good too.

COMMENT

Additional Comment  
Mar 14, 2017

COMMENT

Additional Comment  
Mar 10, 2017

It's not the first time I have used them, so it felt like old friends. It was great to deal with them!

I was most satisfied in terms of the aesthetic that everything resulted in.

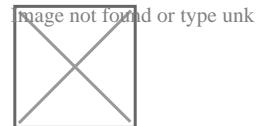
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FEEDBACK REPORT for  
**Douglas Window & Doors Inc.**



**COMMENT**

Additional Comment  
Mar 10, 2017

It was a very very positive experience on all levels. We enjoyed it, and it wasn't inconvenient. It is a good product, we worked with good people, and they had a lot of pride in what they were doing. They were also extremely tidy, and very aware of anything that could help us.

**REVIEW**

Kathleen M.  
Ingersoll, ON  
Mar 10, 2017



**COMMENT**

Additional Comment  
Mar 10, 2017

I would like to recognize Christine and the head of the work crew for their exceptional service. The young man that organized the work crew was extremely aware of making sure everything was to satisfaction. He was also a very great personality as far as a service person. The whole work crew was very good as well.

**COMMENT**

Additional Comment  
Mar 08, 2017

I would like to thank all of them for a very well done job.

**REVIEW**

Christensen B.  
London, ON  
Mar 08, 2017



They were very efficient, showed up on time, cleaned up, workmanship was excellent, and explained everything to me.

**REVIEW**

Denomy D.  
London, ON  
Mar 08, 2017



The entire process, from start to finish, was always professional & thorough, yet also personal to our specific needs.

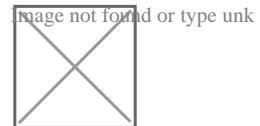
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FEEDBACK REPORT for  
**Douglas Window & Doors Inc.**



**COMMENT**

Additional Comment  
Mar 08, 2017

The entire staff were excellent -- office, sales, installation. However we would like to thank Sean, the service manager. Sean was the person we met at the London Home & Garden Show (Spring 2016) with whom we had a lengthy conversation about products & installation. When it came time to obtain quotations, Sean was the one person that we remembered very clearly. During the installation process, Sean came by our home every day to ensure that everything was progressing as planned & that we were completely satisfied with the progress. We required a minor repair to one of our screens -- Sean ordered us a new screen, & came by to install it the moment that it was received in your facility. Sean's commitment to ensuring that our expectations were met was greatly appreciated.

**REVIEW**

Dave B.  
London, ON  
Mar 01, 2017



**COMMENT**

Additional Comment  
Mar 01, 2017

I am most satisfied with everything. I am impressed with the product quality and the workmanship. The installers took their time and did not rush, they did an excellent job.

**COMMENT**

Additional Comment  
Mar 01, 2017

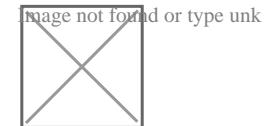
My front door everyone is still talking about it! I look out my door and people are staring at it. It looks that nice! I am so happy with my new doors. I would rate Douglas Window & Doors Inc. a 10 if I could. The doors really upgraded the look of my house. I would recommend Douglas Window & Doors Inc. to everyone

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**REVIEW**

MacDougall P.  
London, ON  
Feb 25, 2017



I was very satisfied the everything Douglas Window & Doors Inc. did for me. I have no issues or complaints about my entire experience.

**REVIEW**

Steve B.  
London, ON  
Feb 25, 2017



They did an excellent job in a timely fashion.

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