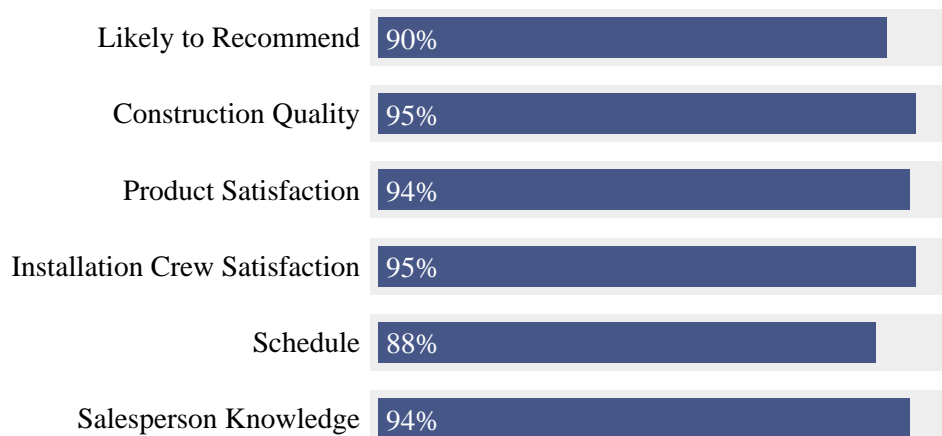


# FEEDBACK REPORT *for* WindowPRO



## Customer Feedback Summary

*Of 2,693 surveys sent, 1,493 were responded to*



47705 West Road Suite  
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[www.windowpro.com](http://www.windowpro.com)

### GUILDMEMBER SINCE 2009

As a GuildQuality Guildmember, WindowPRO relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of WindowPRO in Novi, MI; Ann Arbor, MI; Northville, MI; Troy, MI; Plymouth, MI; Bloomfield Hills, MI; West Bloomfield, MI; Canton, MI; Toledo, OH; Livonia, MI; and 280 other cities in Ohio, Michigan and Minnesota.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Jul 26, 2019

Everything was fantastic, install went quicker and cleanup was better than we were expecting. Thanks for doing a great job!

### REVIEW

Marjorie W.  
Rochester Hills, MI  
Jul 19, 2019



At some areas, the installers decided to cover up the rotten sills without replacing them. There were nails sticking out of the moldings. The wood material used for the square molding around the windows was so bad that some had splits and rough saw marks, etc. The reinforcement done on the base of the sliding door, though, was a wonderful job. The lock for the sliding door was not adjusted properly; we needed to slam the door to lock it. The person who installed the aluminum trims did a wonderful job.

### REVIEW

Ajey M.  
West Bloomfield, MI  
Jul 18, 2019



This is our second time using them, we are happy with the salesman and the windows themselves.

## FEEDBACK REPORT *for* WindowPRO



### REVIEW

Susan W.  
Novi, MI  
Jul 13, 2019



The team at WindowPRO not only helped us create a stunning entryway, they restored my faith that there are still quality companies that work hard and value their customers. The expertise and communication they provided was top notch, they were courteous and on time, and provided a top quality product. We have received many compliments on our new front door, and I would recommend their services to anyone!

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### COMMENT

Additional Comment  
Jul 13, 2019

friends who have background in construction have been impressed with quality of installation!

### REVIEW

Karen S.  
Grosse Pointe Park,  
MI  
Jul 12, 2019



Good experience end to end & we are pleased with our windows.

### REVIEW

Linda M.  
Ann Arbor, MI  
Jun 27, 2019



Window Pro installers were great. They didn't break any of my marble sills while getting the old windows out. Which is more than I can say for other window companies. Very professional.

### COMMENT

Additional Comment  
Jun 18, 2019

Installers went above and beyond what was expected of them.

### COMMENT

Additional Comment  
Apr 17, 2019

They were great! The windows are nice.

### REVIEW

Deborah P.  
Westland, MI  
Apr 03, 2019



Everybody was knowledgeable, very friendly, personable and efficient in whatever part they played in the overall process.

### COMMENT

Additional Comment  
Mar 26, 2019

I can not think of anything that WindowPRO could do to improve their process.

## FEEDBACK REPORT *for* WindowPRO



### REVIEW

CHRISTOPHER P.  
Ann Arbor, MI  
Mar 07, 2019



Excellent company to work with. Staffs exercise good communication skills, are professional and courteous. I enjoyed worked with everyone.

### REVIEW

Daniel S.  
Berkley, MI  
Feb 05, 2019



The manufacturer of the products are from Ohio, they are Amish. I was very pleased with that, they know what they are doing.

### REVIEW

Cheryl M.  
Livonia, MI  
Jan 31, 2019



I am very happy with the entire WindowPro experience.

### REVIEW

Franz H.  
Sterling Heights, MI  
Jan 18, 2019



Very satisfied and would recommend them, to anyone doing replacement windows. They were efficient, on time and did what they said they would do.

### COMMENT

Additional Comment  
Jan 15, 2019

I would like to recognize Michael and Josh our installers. We are very pleased and they completed the work in a great time. They even did some extra things for me.

### COMMENT

Additional Comment  
Jan 15, 2019

Everything went as planned. It was a great experience. You hear a lot of horror stories about window companies, but I am very satisfied with WindowPRO.

### REVIEW

David W.  
Canton, MI  
Jan 11, 2019



Quality windows, quality installation.

Comment from WindowPRO

Thank you very much David. We appreciate the review.

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## FEEDBACK REPORT *for* WindowPRO



### COMMENT

Additional Comment  
Dec 29, 2018

I'm happy with the quality of the windows and the installation crew was very neat and cleaned up thoroughly.

### COMMENT

Additional Comment  
Nov 29, 2018

They have a good set up.

### COMMENT

Additional Comment  
Nov 16, 2018

our new windows look Great! Thank you!

### REVIEW

James Y.  
Plymouth, MI  
Nov 16, 2018  
★★★★★

I am very happy with Window Pro/ Marvin windows - price and quality. Only problem was 2nd day of installation was not setup correctly and one piece of trim/sash was not available at time of installation. I had to call them back so they would finish, which they did - our new windows look Great! Thank you!

Comment from WindowPRO

Thank You, appreciate your business.

### COMMENT

Additional Comment  
Nov 12, 2018

These guys were great and very knowledgeable.

### COMMENT

Additional Comment  
Nov 10, 2018

The team of Michael and Josh Garza did a great job, took time to do it right, and explained all as they went along. The site was cleaned up and old material hauled away.

### REVIEW

William R.  
Lake Orion, MI  
Nov 10, 2018  
★★★★★

From start to finish, the process of estimate to installation was very professional. Sales person explained all in detail, measuring was done on time, and the install was done to my satisfaction.

Comment from WindowPRO

Thank You, appreciate your business.

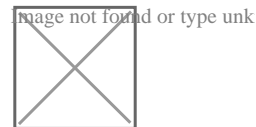
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## FEEDBACK REPORT *for* WindowPRO



### REVIEW

John F.  
Shelby Twp., MI  
Oct 26, 2018



The salesman lied about the installation, they lied about it twice. The quality of work is very good, but the communication is a lot to be desired. They said 8-10 weeks, turn into 16 weeks. Besides that the company does good work and I like the job they did.

Comment from WindowPRO

We do very much apologize it took so long to get your windows installed. We are usually within the 8-10 week time frame because all our windows have to be made to the openings on the home. Again, sorry.

### REVIEW

Dejuane B.  
Southfield, MI  
Oct 24, 2018



WindowPRO is very professional and efficient.

Comment from WindowPRO

Thank You, appreciate your business.

### REVIEW

Curtis W.  
Livonia, MI  
Oct 22, 2018



Window pro installed 2 windows for us 6 years ago and we contacted them to replace another window this year. There were problems getting an issue fixed with the previous window, but they finally got the right man for the job. The installer did a fantastic job putting in the new window and fixing a problem with the window above it.

Comment from WindowPRO

Thank You, appreciate your business.

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## FEEDBACK REPORT *for* WindowPRO

### REVIEW

Al L.

Wyandotte, MI

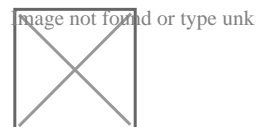
Oct 17, 2018



We had 21 windows and a sliding patio door replaced. Prices were competitive and we were happy with the Marvin Infinity windows. One minor issue was the length of time it took to install all the windows. We recognize it is dependent on the size of the installation crew. The small crew we had were very good, but it took longer than expected.

*Comment from WindowPRO*

Thank you for the wonderful review, we appreciate your business.



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