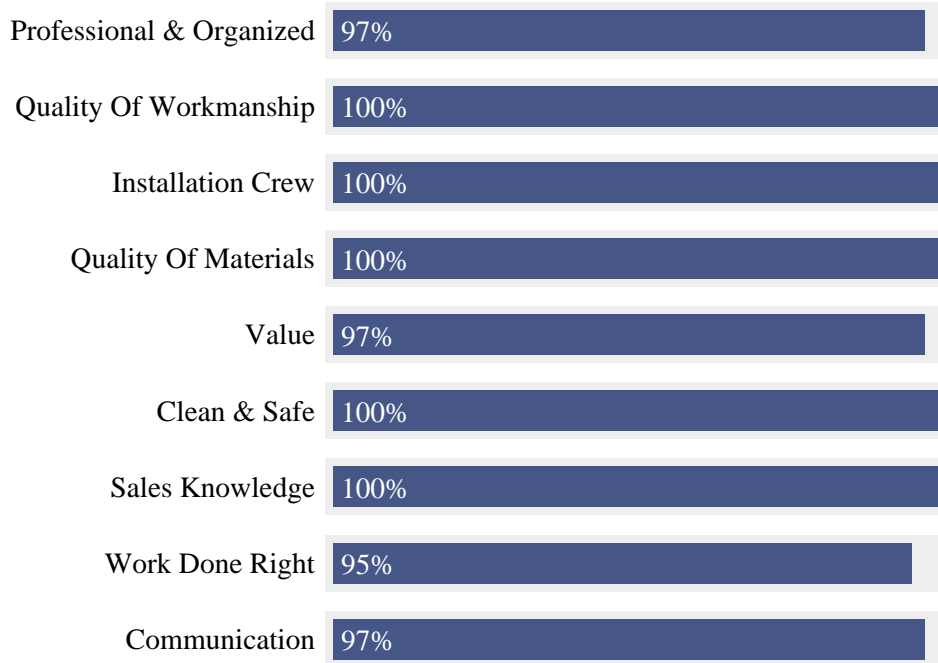


Excel Windows

Customer Feedback Summary

Of 132 customers surveyed, 64 responded



174 N Brandon Dr
Glendale Heights , IL 60139
(708) 636-9898
www.excelwindows.com

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Excel Windows in Tinley Park, IL; Oak Lawn, IL; Chicago, IL; Orland Park, IL; Burbank, IL; Oak Forest, IL; Homer Glen, IL; Palos Hills, IL; Frankfort, IL; Alsip, IL; and 116 other cities in Illinois.

In this report, Excel Windows has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 64 out of 132 customers (48%) responded to a GuildQuality satisfaction survey, with the most recent response in August 2018.

Recent Reviews & Published Comments

REVIEW

Tom Q.
Orland Park, IL
Jun 18, 2018



Excellent service, quality and workmanship.

REVIEW

Jeanette R.
Montgomery, IL
Jun 18, 2018



I was satisfied from start to finish. Leo from the office was awesome. He was always helping out with everything. I would recommend Excel Windows.

COMMENT

Additional Comment
Nov 10, 2015

They were fabulous and I am most satisfied with the quality and neatness.

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COMMENT

Additional Comment
Oct 24, 2015

We appreciated the work group that was sent. They did a fantastic job on the install and kept the work area extremely clean which is a big plus. I also saw a huge difference as soon as the new windows were installed and, now that the weather is getting colder, I can really tell how your windows will...

COMMENT

Additional Comment
Jul 20, 2015

I am most satisfied with the sales process, it was clean, professional and not pushy . The two installers were also incredibly professional, were great to have around and I am impressed with the way they did the work.

COMMENT

Additional Comment
Jul 17, 2015

I really love the idea that Excel Windows allow you to make payments on the window til you get the balance comfortable to where you can pay it in full. This plan REALLY works for me otherwise I couldn't afford to purchase the windows I have purchased already.

COMMENT

Additional Comment
Jul 07, 2015

We are very satisfied with the quality, craftsmanship and the overall installation was fantastic. Everything was fine from beginning to end.

COMMENT

Additional Comment
Jul 07, 2015

I am most satisfied with the craftsmanship of the windows and the professionalism of the installers. They put in two of our windows and it only took a couple of hours, they were fast and cleaned up, we did not have any problems and everything works fine.

COMMENT

Additional Comment
Jul 07, 2015

I really like the windows and we will be putting some more windows in soon.

COMMENT

Additional Comment
Jul 07, 2015

The foreman of the installation crew provided exceptional service.

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- COMMENT
Additional Comment
Jul 07, 2015
- I am most satisfied with the quality of the installation and windows.
- COMMENT
Additional Comment
Jul 03, 2015
- Great job and next year will be contacting you for additional window replacements.
- COMMENT
Additional Comment
Jul 03, 2015
- currently all my expectations were met or exceeded.
- COMMENT
Additional Comment
Jul 03, 2015
- I have worked with this team before and they are professional, organized responsive to my concerns and provide alternatives that were better than what I felt would work well.
- COMMENT
Additional Comment
Jul 03, 2015
- I was most satisfied with the value for the money.
- COMMENT
Additional Comment
Jul 03, 2015
- They are very customer oriented in order to do the best job they can. That's why I went back to them.
- COMMENT
Additional Comment
Jul 03, 2015
- I can always trust them to do a good job. They've done work for me before, and I was pleased. That's why I called again.
- COMMENT
Additional Comment
Jul 03, 2015
- I would recommend Excel Windows to anybody.
- COMMENT
Additional Comment
Jul 03, 2015
- You couldn't even find a piece of sawdust when they were finished. They cleaned up everything, even out in the driveway.
- COMMENT
Additional Comment
Jul 03, 2015
- I was satisfied with the whole job.
- COMMENT
Additional Comment
Jul 03, 2015
- They're very hardworking men.
- COMMENT
Additional Comment
Jul 03, 2015
- They are courteous, kind, and know what they're doing.

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COMMENT

Additional Comment
Jul 03, 2015

We have had them do two door installations, and they are wonderful. They were neat and organized. There wasn't a lot of idle chit chat. They were very professional. I am very pleased.

COMMENT

Additional Comment
Jul 03, 2015

Everyone who came out was exceptional!

COMMENT

Additional Comment
Jul 03, 2015

I was most satisfied with their professional and courteous installers. They had amazing clean up afterwards.

COMMENT

Additional Comment
Dec 12, 2012

I was most satisfied with the quality of the window, the salesperson, and the installers. I had a great experience, and I hope to work with them in the future.

COMMENT

Additional Comment
Dec 12, 2012

The installers were very organized, clean, polite and nice.

COMMENT

Additional Comment
Jun 06, 2012

I was most satisfied with how nice the windows look.

COMMENT

Additional Comment
May 23, 2012

I was most satisfied with the installation was done properly, on time, and the site was left clean.

COMMENT

Additional Comment
May 19, 2012

I am eternally grateful to Jim, Steve, the installer, and the lovely lady who mans the phone on weekends. She was the nicest lady who helped calm me down and was so sympathetic.