



CUSTOMER FEEDBACK REPORT *for*
Glass Guru of Gahanna

REVIEW

Amanda O.
Dublin, OH
May 28, 2019
★★★★★

I have used Glass Guru for a few different projects and they have been professional and courteous. The window they fixed looks great and I plan on having them back soon for other projects.

1010 Taylor Station Rd,
Ste B
Gahanna , OH 43230
(614) 856-4550
www.TheGlassGuru.com

REVIEW

Jeff B.
Westerville, OH
May 16, 2019
★★★★★

Had the salesman come out to examine all my windows and advise of which seals were broke and needing replaced. First he couldn't measure one "half-round" because it was up too high. So a second appt was needed. Second, he missed one in my dinette that I now have to stare at all fogged up every morning. If he had caught it, it would look as good as all the others they did. The work that was done, really does look great!

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Glass Guru of Gahanna relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Aaron M.
Lewis Center, OH
May 06, 2019
★★★★★

Great company!

We have surveyed customers on behalf of Glass Guru of Gahanna in Columbus, OH; Westerville, OH; Dublin, OH; New Albany, OH; Powell, OH; Pickerington, OH; Blacklick, OH; Reynoldsburg, OH; Delaware, OH; Lewis Center, OH; and 32 other cities in Ohio, North Carolina and Oklahoma.

REVIEW

Greg G.
Pickerington, OH
Apr 20, 2019
★★★★★

For the second time in the pst couple of years we called upon The Glass Guru for assistance with cloudy windows. They did a fantastic job and now all of our windows in our house look brand new!

In this report, Glass Guru of Gahanna has published a summary of the customer feedback they've received since they joined GuildQuality in November 2017. In that time, 358 out of 1,249 customers (29%) responded to a GuildQuality satisfaction survey, with the most recent response in July 2019.

REVIEW

Bob R.
Columbus, OH
Apr 18, 2019
★★★★★

Installer was thorough and professional.

REVIEW

Marsha E.
Pickerington, OH
Apr 16, 2019
★★★★★

Arrived on time and had new window glass installed in a short time.



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REVIEW

Eric G.
Pickerington, OH
Apr 06, 2019
★★★★★

Everyone from the person on the phone, to the estimator, to the installer was friendly and easy to work. They all seemed knowledgeable. The quality of the materials seems good. The estimator was efficient. The installer was very organized and conscientious.

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REVIEW

David T.
Columbus, OH
Mar 29, 2019
★★★★★

Excellent company fast reliable used them several times highly recommend

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REVIEW

Carol O.
Columbus, OH
Mar 09, 2019
★★★★★

The owner came to give us an estimate, by himself with no ladder, and expected us to assist him in getting up on a second story roof. While the main installer was very helpful and professional, the person who was supposed to help him showed up an hour late, so he continued the work by himself. After the first rain, one skylight started leaking. It was successfully repaired within two days. They do not do their work in a safe and professional manner. The customer service person put off my complaints saying that only the owner could handle it. He has never contacted me to discuss our dissatisfaction.

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REVIEW

Shaun H.
Columbus, OH
Feb 14, 2019
★★★★★

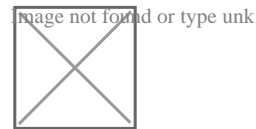
glass job was done quicker than I thought it would be
THANX

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REVIEW

Kelly C.
Lewis Center, OH
Feb 06, 2019
★★★★★

We were very pleased with the service from Glass Guru, from the sales rep who visited our house and drew up the estimate to the gentleman who performed the installation service. He was professional and thorough, quickly changing out our windows.



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REVIEW

Gary S.
Columbus, OH
Feb 01, 2019



I felt a high level of confidence in GG from the moment a received a call from the scheduler for my appointment with a sales person to review my problems. The installation team were professional. One large section of glass that was installed was wavy and offered distorted views. I called, they made a complaint to the manufacturer and within 3 weeks we had a new piece of glass. I felt we received great service.

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REVIEW

Kristin L.
New Albany, OH
Jan 23, 2019



Excellent product and the installers were very helpful with my questions as were they professional and kind!

REVIEW

Lewis M.
Westerville, OH
Dec 28, 2018



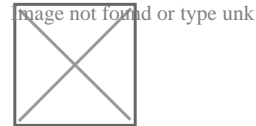
It was all good, Didn't want to fix the shattered glass but That's life!

REVIEW

Bob B.
Westerville, OH
Dec 21, 2018



Friendly and knowledgable staff, only took about two weeks to get glass ordered and installed. Much cheaper and faster to replace glass only, rather than replacing entire window fittings. However after the installer left, we noticed several light scratches on two of the four installed glass. Appears the scratches are from transit or handling in the warehouse? I emailed the office 5 days ago, but have not heard back yet. Not sure we want to deal with ordering, waiting and scheduling the installation of new windows, but dont feel we should pay full price for scratched new glass. If they contact me to make this right, I would change my recommendation to 5 stars, but this is a blemish on the quality of product.



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COMMENT
Additional Comment
Dec 20, 2018

Fair pricing allowed us to get more windows repaired than we first thought possible

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REVIEW
David L.
Columbus, OH
Dec 20, 2018

Fantastic service. Great price and knowledgeable/friends installer!



COMMENT
Additional Comment
Dec 18, 2018

They were able to call up my name from years ago for the replacement glass. Made it so easy.

GUILDMEMBER SINCE 2017

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COMMENT
Additional Comment
Dec 18, 2018

I love that Glass Guru was professional from start to finish, was on time, worked in a timely manner I and had my window installed in about 30-45 mins.

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REVIEW
Susan .
Columbus, OH
Dec 18, 2018

Glass Guru was professional from the first phone call to the end of installation. They were also the least expensive out of four other popular window installers. Also I love that their estimate was very accurate.

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COMMENT
Additional Comment
Dec 06, 2018

Always professional, dedicated, adhering to schedule for install, promptness in submitting bids etc.

COMMENT
Additional Comment
Dec 06, 2018

The work that the company provides I found satisfied.

REVIEW
Fred J.
Columbus, OH
Nov 29, 2018

the installation crew was a little rude and complain about work they were doing





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REVIEW

Erin W.
Columbus, OH
Nov 07, 2018
★★★★★

My Glass Guru tech dropped two HUGE slabs of glass off of his truck as he pulled out of my driveway. He pulled over to see what happened, fixed the rest of the glass on his truck and kept going. The amount of glass left behind was astronomically A LOT and should have been cleaned up instead of him just taking off like nothing happened. I had to call and report what happened and they sent the tech back out the next day around the same time but by then two of the older men in my neighborhood had gotten together and cleaned it up. When the tech asked what happened and I explained my neighbors did the nice thing and fixed his mess so no ones tires would get messed up he nastily replied that was impossible and left with an attitude. I wouldn't say don't use the Glass Guru I would just say make sure you hold their techs to the fire and make them do THEIR JOB.

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REVIEW

Kay R.
Columbus, OH
Nov 01, 2018
★★★★★

I have used Glass Guru for the last few years on multiple projects. They are always dependable, offering suggestions for my very old windows, on time and cost effective. I highly recommend them.

REVIEW

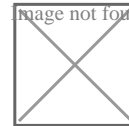
Theresa N.
Columbus, OH
Oct 30, 2018
★★★★★

Overall, the price charged was to expensive. To repair 5 windows balances \$549. I should have just waited and purchased new windows.

REVIEW

Benjamin W.
Columbus, OH
Oct 08, 2018
★★★★★

Glass Guru did a fantastic job fixing an old Double-Hung wood window. They replaced the glass and I had my window back in less than a day. Thanks guys!



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REVIEW

Pam K.
Powell, OH
Sep 28, 2018
★★★★★

The type of windows that our condo has loose their seal quite often and Glass Guru was well aware of this. From my initial call to the sales person coming out to make sure of what I needed, and finally the installers of the new window everyone was friendly, professional and quick.

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REVIEW

Sarah M.
Gahanna, OH
Sep 19, 2018
★★★★★

The sales rep was great, and that is who we ended up dealing with in the end. The installer did not do a good job the first time around and showed a total lack of regard to the fact that a family lives in the home. Safety and care for our home was not shown. The problems were fixed in the end, but it was an ordeal to get there.

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REVIEW

C.V.M.
Columbus, OH
Sep 19, 2018
★★★★★

Thank you for your kind and professional service. Your staff answered all my questions, clean the area where they were working and they were in and out in a timely fashion.

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