CUSTOMER FEEDBACK REPORT for
Huff 'N Puff

Customer Feedback Summary
Of 385 customers surveyed, 233 responded

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean &amp; Safe</td>
<td>100%</td>
</tr>
<tr>
<td>Communication</td>
<td>92%</td>
</tr>
<tr>
<td>Construction Quality</td>
<td>100%</td>
</tr>
<tr>
<td>Problem Resolution</td>
<td>100%</td>
</tr>
<tr>
<td>Sales Knowledge</td>
<td>100%</td>
</tr>
<tr>
<td>Value</td>
<td>100%</td>
</tr>
<tr>
<td>Likely to Recommend</td>
<td>97%</td>
</tr>
<tr>
<td>Jobsite Cleanliness</td>
<td>98%</td>
</tr>
</tbody>
</table>

Recent Reviews & Published Comments

REVIEW
Anthony D.
Glenville, NY
Aug 16, 2019

The entire experience was great. They were friendly and courteous. The craftsmanship was beautiful.

REVIEW
Mary C.
Albany, NY
Aug 05, 2019

COSMO AND HIS TEAM AS WELL AS THE SALES REP AND CAITLIN AT THE OFFICE WERE AWESOME! THANK YOU FOR MAKING THIS A TRULY GREAT EXPERIENCE!

REVIEW
Paul B.
Ballston Lake, NY
May 07, 2019

They did a good job and did what they said they were going to do.
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REVIEW
Pamela L.
Albany, NY
Dec 18, 2018
★★★★★★

Excellent service, personal manner, installation and cleanup.

REVIEW
Richard P.
Schenectady, NY
Nov 02, 2018
★★★★★★

Extremely happy with the project. They did a great job.

REVIEW
Carlene B.
Loudonville, NY
Oct 23, 2018
★★★★★★

I was very satisfied!

REVIEW
Pamela D.
Clifton Park, NY
Apr 18, 2018
★★★★★

I had the gutters installed during the winter. They did not tell me that it was likely or possible that the leaves could become frozen in the gutters. I will need them to come back in the spring to clean the gutters out. I would have appreciated knowing that up front.

I really needed gutters and they're great.

REVIEW
Erin S.
Scotia, NY
Feb 13, 2018
★★★★★

Efficient service and installation of Helmet Gutters and Anderson door! THANK you Huff n Puff!!!

REVIEW
Nancy E.
Albany, NY
Sep 19, 2017
★★★★★

They did a fine job and showed up on time. They were very professional and courteous. Only time will tell when the seasons begin to change that the product shows that it keeps everything out of the gutters.
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REVIEW
Anne-Marie H.
Clifton Park, NY
Feb 20, 2017

From the salesperson to the installers, I was impressed with the professional, positive attitude in explaining the Gutter Helmet with the heating element and the installing of the product promptly and efficiently. The installers arrived on time, completed the installation in a reasonable time, explained what they had done, and cleaned up the worksite upon departure. The heating element has worked perfectly in keeping ice off the gutter edge.

They did a great job. I've used them before and will use them again in the future.

REVIEW
Lynda R.
Waterford, NY
Dec 28, 2016

They did a great job. I've used them before and will use them again in the future.

COMMENT
Additional Comment
Nov 12, 2016

Ed, Peter and Brian were professional and explained the gutter, soffits, gable, gutter helmet and helmet heat system installations to us to our satisfaction. If we could we would rate them 10 stars. We look forward to using the helmet heat system this winter.

It took 4 me about 1 hr to install my gutter helmet on my house

REVIEW
Philip F.
Clifton Park, NY
Jun 08, 2016

The installation crew was fast, but did quality work. Their cleanup was excellent. Professional.

REVIEW
Mark C.
Gansevoort, NY
Feb 03, 2016

As a GuildQuality Guildmember, Huff 'N Puff relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Huff 'N Puff in Schenectady, NY; Albany, NY; Clifton Park, NY; Latham, NY; Troy, NY; Saratoga Springs, NY; Ballston Lake, NY; Delmar, NY; Loudonville, NY; Niskayuna, NY; and 102 other cities in New York.

In this report, Huff 'N Puff has published a summary of the customer feedback they’ve received since they joined GuildQuality in November 2013. In that time, 233 out of 385 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in August 2019.
This was the third group of men to come into our home to replace windows. We hit the BEST group last, and how I wish we had started with this group first, as they would have done ALL our windows. The windows and doors were put in quickly and the men cleaned up every thing! They are a fantastic group of men and very professional... AND the windows and doors are the BEST! They were put in very quickly and fit super good. Hire Huff N Puff, you will never regret it.....they are the best!

Its great to have a job done in just a few hours!

We are very pleased with Huff N Puff's work.

H and P is one of the area's most reliable companies. All phases of company reps interacting with customs is professional. Installers are very competent and product quality is excellent. Pricing is always fair.

Efficient and unobtrusive, the crew was in and out of installing gutter helmets and helmet heaters on my house within four hours. They were sure to clean up any debris that was left over. I am very please with the whole installation process.

I am satisfied. If the product works I will be very happy. I have had no issues with any staff.
CUSTOMER FEEDBACK REPORT for

Huff 'N Puff

I really like my windows.

I was really impressed with the team, they were able to do an installation of some windows that were difficult to get to. The supervisor Bill was very good to work with.

Everyone at Huff n Puff was professional

Mike and Gerry installed our windows. Terrific team of workers. They are professional and true craftsmen. Since I have had as much as 22 employees in my own business I recognize the character traits most desirable for an employer. These guys consistently met all our expectations with true integrity. My advice, since you solicited it, would be to keep this pair together and give them a raise. My sincere gratitude to both of them.

Our project was completed professionally and on time. The new windows make our home look like we moved to a different house. We have good reviews from relatives and neighbors.

Comment from Huff 'N Puff

We really appreciate your feedback.

Chris explained everything to us in detail about our project. Rob and Steve did an excellent job installing our new windows. The clean up was as expected. If we could we would rate them even higher than the 4 allowed. In the future, when we have our sliding doors and front door replaced, if it is possible we would like to have Rob and Steve do the installation.

Maryann L. Wingdale, NY
Feb 06, 2015

NY
(518) 356-3026
www.huffnpuffinc.com

GUILDMEMBER SINCE 2013

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Comment
Additional Comment
Sep 07, 2014

Review
Jenine C.
Latham, NY
Jul 29, 2014
★★★★★

Comment
Additional Comment
Jul 29, 2014
totally satisfied

Very friendly and professional. They were like a part of the family by the end of the job.

I was totally satisfied with every aspect of the project from the sales process to the installation. I would recommend them to anyone that needs windows.

, NY
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Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.huffnpuffinc.com for more about Huff 'N Puff.