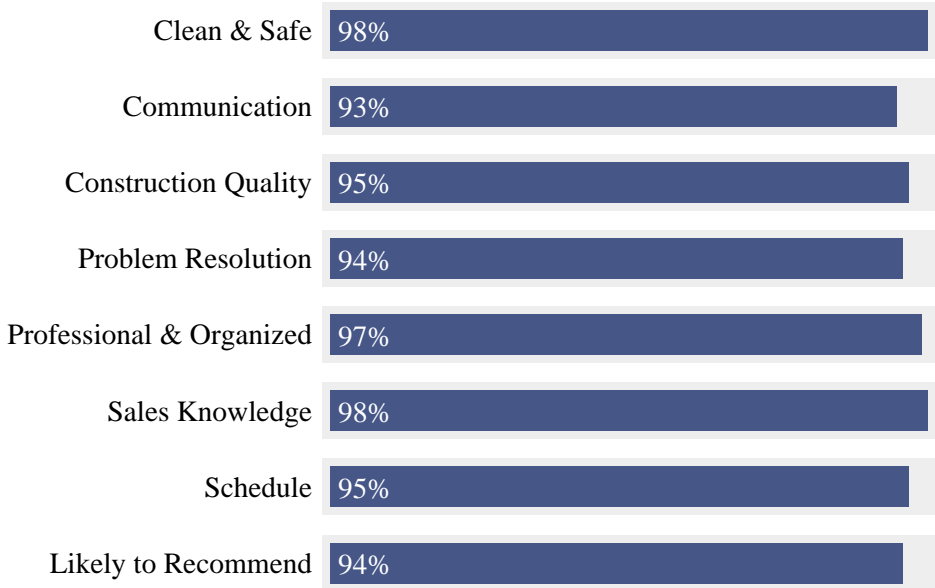


CUSTOMER FEEDBACK REPORT *for*
Quillen Bros. Windows

Customer Feedback Summary

Of 1,007 customers surveyed, 669 responded



Recent Reviews & Published Comments

COMMENT
Additional Comment
Nov 01, 2019

All those that worked on this project.

COMMENT
Additional Comment
Nov 01, 2019

I can't think of any areas that Quillen Bros. Windows fell short of my expectations.

COMMENT
Additional Comment
Nov 01, 2019

I was most satisfied working with the staff of Quillen Bros. Windows because they were helpful and courteous.

REVIEW
Lois S.
Morenci, MI
Nov 01, 2019
★★★★★

Quillen Bros. Inc. installed all new windows in my home. I am very happy with these new windows. The people I worked with in ordering these windows were helpful and courteous. The installer was a very fine worker and did a good job and left everything in good condition when he was done. I would recommend this company to anyone who would like to have new windows. Lois Speed



677 North Main Street
Bryan , OH 43506
(800) 216-8311
www.quillenbrosinc.com

GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of Quillen Bros. Windows in Bryan, OH; Lima, OH; Fort Wayne, IN; Defiance, OH; Napoleon, OH; Goshen, IN; Middlebury, IN; Lagrange, IN; Shipshewana, IN; Elkhart, IN; and 215 other cities in Ohio, Indiana and Michigan.

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Quillen Bros. Windows



REVIEW

Amanda W.
Pandora, OH
Oct 23, 2019



They were very professional in every aspect.

COMMENT

Additional Comment
Oct 15, 2019

Brian, in the office, intercepted on a window coming through that wasn't built right. He recognized the problem right away and he had it sent back. He did well. The two installers did a good job. I was pleased with them.

COMMENT

Additional Comment
Oct 15, 2019

I was most satisfied with the installers. They did really good job.

REVIEW

Duane E.
Delta, OH
Oct 15, 2019



The windows look good but I thought the price was higher than it should have been. It makes the house look a lot better.

COMMENT

Additional Comment
Oct 15, 2019

I would like to recognize the lady at the Berne Indiana fair. She was the one who sold me on the windows.

COMMENT

Additional Comment
Oct 15, 2019

I was most satisfied with the team being professional and how they wanted to keep things right and good.

COMMENT

Additional Comment
Oct 15, 2019

This company absolutely adhered to our agreed upon schedule.

COMMENT

Additional Comment
Oct 15, 2019

I absolutely feel that I am receiving a fair value for my money.

COMMENT

Additional Comment
Oct 15, 2019

They were all great from the beginning to the end. The two guys that came were very nice. They worked quickly and answered my questions. Our sales rep was very knowledgeable. If I had any questions, he answered thoroughly. I have nothing bad to say about anyone.

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COMMENT
Additional Comment
Oct 15, 2019

He was very knowledgeable.

COMMENT
Additional Comment
Oct 15, 2019

I was most satisfied with the friendliness of the gentlemen that came out. They were very knowledgeable and any question I had, they answered very quickly. They took their time. I know sometimes I ask a lot of questions, but they were very good about answering the little ones that I had along the way. They did a really good job. They were really good about cleaning up after themselves.

COMMENT
Additional Comment
Oct 15, 2019

They were all very kind and considerate, from the two gentlemen that came to do the estimate, to the gals, to the guys that did the work. I was very satisfied.

COMMENT
Additional Comment
Oct 15, 2019

The women that came and spoke with me afterwards were very kind. The lady I saw at the fair was very personable and I enjoyed seeing her a second time. Also, the young men were very professional and patient with my grandson, he asked them a thousand questions.

COMMENT
Additional Comment
Oct 15, 2019

I was most satisfied with all of it. They were very professional, fast, and in and out.

COMMENT
Additional Comment
Oct 11, 2019

The windowsThe installation team

REVIEW
Bonita S.
Goshen, IN
Oct 11, 2019
★★★★★

They listened to what we did and did not want. The quality of both the windows and the installation team was phenomenal.

COMMENT
Additional Comment
Oct 11, 2019

I would like to recognize Eric, Trevor and his helper. Also Matt Quillen was great.

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Quillen Bros. Windows



COMMENT
Additional Comment
Oct 11, 2019

I was most satisfied with their professionalism and how quickly the windows were ordered and installed.

COMMENT
Additional Comment
Oct 11, 2019

I would like to recognize Eric Wurst for his exceptional service! He was very knowledgeable!

COMMENT
Additional Comment
Oct 11, 2019

I was satisfied with the knowledge of the installers! They answered all of my questions! It was a quick completion!

REVIEW
Larry R.
Wauseon, OH
Oct 11, 2019



I am very satisfied with our windows!

COMMENT
Additional Comment
Oct 10, 2019

They were prompt, courteous and efficient.

COMMENT
Additional Comment
Oct 10, 2019

I would recognize Adam Singer and Jim Holbrook.

COMMENT
Additional Comment
Oct 10, 2019

The installers were great and they understood what I was explaining to them about trying to resolve issues before they become a major issue, make sure everything is done right because the amount of money I was spending for this window and they understand my concerns about making everything right during the install. It was great. One guy was a contractor for 6 years and he had a better understanding of what I was saying.

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REVIEW

Brian B.
Montpelier, OH
Oct 10, 2019



During the install, the window had an issue where it was rocking after they got it in on one side which my previous window had been doing. The gentlemen said he could call someone to fix it that knew how or schedule a tech service. I asked him if it was possible to fix it while he was here and the gentleman called the person and explained to him how to fix it. It hasn't been rocking since and it has been doing great.

COMMENT

Additional Comment
Oct 10, 2019

I was most satisfied with the product.



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