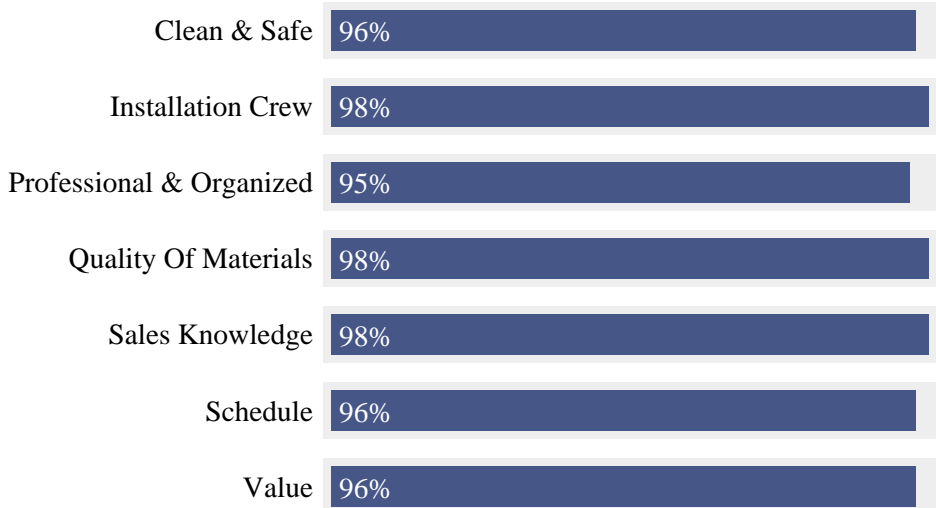


# Universal Windows Direct



## Customer Feedback Summary

Of 6,538 customers surveyed, 1,976 responded



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## Recent Reviews & Published Comments

REVIEW

George C.  
Fairview Park, OH  
Dec 15, 2019



First class workmanship. Very professional and friendly installers.

REVIEW

Lyle S.  
Mentor, OH  
Dec 10, 2019



They are no ordinary windows!

REVIEW

Darren R.  
Smithville, OH  
Dec 08, 2019



Really enjoying the benefits of our windows. The fit and finish from installation, insulation, caulking and clean up was great. Communication could have been a bit better before installation, but great experience overall.

# Universal Windows Direct



REVIEW

Bryan G.  
Brunswick, OH  
Dec 05, 2019



descent windows, installation went smooth and the guys were very professional . the only issue i have is that the salesman was at my house for 1.5 hours for his presentation which i understand but he kept telling me that my windows were gonna be customized made within an 1/8 of an inch to the frame, then i waited a week for a guy to come and get exact measurements. but when windows were installed i took pictures and the gaps around windows were 1/2inch to 3/4inch wide then were filled with spray foam and sealed so that is disappointing. that is not installers fault, i guess. plus never heard back from a saleman or supervisor regarding my investment except for this survey. i had all my lower windows replaced beacuse of how cold it was and was talked into super spacer space technology and was promised these windows would pay for themselves with energy savings. some rooms are just as cold when old windows were there so i am dissatisfied with my purchase

REVIEW

Ed B.  
Ravenna, OH  
Dec 04, 2019



5 STAR, GREAT COMPANY, QUALITY WINDOWS AND WORKMANSHIP. CLEAN ,RESPECTFUL,PROFESSIONALS. WOULD RECOMMEND

REVIEW

Philip R.  
Columbia Station, OH  
Dec 04, 2019



First, the installer was great. HOWEVER, Universal Windows Direct would do better to answer its phones when customers call. In order to get a representative to come to the house, I actually had to go to a local mall to make contact with someone to set up the appointment. ANSWER YOUR PHONES!

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REVIEW

Scott T.  
North Royalton, OH  
Dec 04, 2019



As far as quality their windows are amazing at keeping our house quiet and warm. The salesman was great answered all questions and wasn't too pushy. The measurers were nice and quick but they did measure one of my windows wrong and I'm currently waiting for it to be made/installed. The installers were very nice and professional except with the clean up I had to pick up after them with stuff that they had left in my landscaping. The windows are great but I do have to clean all of them because they come dirty from the manufacturer which I didn't expect since Im paying a great deal of money for brand new windows. Overall it was a good experience and product besides a few minor things.

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REVIEW

Michael D.  
Westlake, OH  
Dec 03, 2019



The crew was courteous and they did a fine job. I would hire again.

REVIEW

Colin B.  
Mogadore, OH  
Dec 03, 2019



The installers were on time and diligent about getting the install done. However, they took smoke breaks and left our gate open to the backyard which let my dog run away. Also with a young child, the cigarette butts could be picked up and put in his mouth easily. It was frustrating since there is a trash can that was right next to their truck. Windows were also dirty and no communication after the install.

REVIEW

Joyce W.  
Newbury, OH  
Dec 02, 2019



Excellent - From the time of sale thru installation. Very profession all the way down the line. The installers were courteous, efficient and cleaned the area in a blinding snow storm! Couldn't say enough.

# Universal Windows Direct



REVIEW

Saundra W.  
University Heights,  
OH  
Dec 01, 2019



First off, we enjoy our windows. Functionally, they are doing their job. I was a bit disappointed in the instalation and handling of the windows. Not that they were terrible, but for the company that sells themself as the premier company, I was disappointed. After installation we noticed scuff marks across the windows where it was obvious they had not been handled as I would have hoped. The other issue was the calking outside. The calk was just globbed on in a huge old bead. When I talked with the company they said, we have so many crews its they just all have their own ways of doing things. None of these issues were horrible. We enjoy our windows. Frankly, they just weren't the premium experience you would hope for from a company that bills themselves as the premier.

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REVIEW

Tim G.  
Warren, OH  
Nov 27, 2019



Even though the installers lacked the expertise I expected when I purchashed the windows, the company followed up with professionals more experienced and corrected the issues.

REVIEW

Robert B.  
Berlin Heights, OH  
Nov 26, 2019



As of right now My windows are still not put in.They did the measure ordered the windows got them in and the installer came out said he couldn't do the work because the old windows were going to have to be completely tore out and they didn't measure for that so the windows they ordered wouldn't fit.So now I am on another waiting list till they get the windows that is needed.No one has called to say anything about what is going on or anything.But you got my money.

# Universal Windows Direct



REVIEW

Sandy H.  
Fairview Park, OH  
Nov 26, 2019



Very superior product and installers were great.  
Would definitely recommend them to friends and family.

REVIEW

Howard B.  
North Olmsted, OH  
Nov 25, 2019



Let's start with the salesman, he was very professional went through everything in a double hung windows great job, until he said how would you like to go to a Browns game I said sure would so he made a phone call ask his boss and said yes, ok. then he said I would receive a phone call in a few days to set the Browns game up never happened so I called then she put in touch with a recording and I left a message, a day goes by I call again and same thing left a message, someone called back left me a message to call him and I did and left him a message then I got a hold of them and NO Browns game only a stupid \$50 Amazon card, Really!. that's the first disappointment second is when I get a bill for window I never received and again I call them three times because I went back-and-forth with green sky and universal over this financing and in all honesty you still don't have it right. Now the windows were installed and looks great installation was great .Now you can send your bill

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# Universal Windows Direct



REVIEW

Jim K.  
Brecksville, OH  
Nov 22, 2019



The salesman incorrectly communicated to us what the final product would look like. We had a double-hung frame that was crooked, leading the old windows to not shut properly. The UWD salesman indicated that the frame would be replaced as part of the service. Then the measure tech indicated that the frame would not be replaced. This left us disappointed; however, the measure tech indicated that the new windows would be balanced to a point where we wouldn't notice. The new windows were not level (about a 1/2 inch off from each other), and the frame is still crooked and in poor condition. When I attempted to fix the issue during the installation, I received no responses from the office, and the installer just said that they couldn't do anything about it. My wife and I just wish communication was better from the start. We didn't really need new windows, just a frame. Poor communication from the start, and an apparent lack of knowledge of feasibility from the salesman and measure tech. Will not recommend.

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REVIEW

Marie N.  
Louisville, OH  
Nov 22, 2019



Very happy with the service from beginning to end the windows are beautiful and the service perfect.



# Universal Windows Direct



REVIEW

Jenna T.  
Highland Hts., OH  
Nov 20, 2019



My experience with Universal Windows has been extremely disappointing from the beginning. It has been difficult to communicate with anyone, especially when something is wrong. No one will call you back from the office, even their "managers" who you leave messages for. I had issues with my windows from the day they were installed and it has been very difficult to get them fixed appropriately. I also had a window that couldn't be installed because it was broken prior to being delivered and no one at Universal Windows even bothered to discuss it with me or try to make it better.

REVIEW

Jack K.  
Cleveland, OH  
Nov 18, 2019



I have Universal Windows in my 4th floor walk-up condo-apartment in Cleveland. I would have given them 5 stars, but the first would-be installer was afraid of heights, so we had to reschedule for a week later.

REVIEW

Denise G.  
Norwalk, OH  
Nov 18, 2019



Ryn and the guys did an amazing job!

REVIEW

Mike S.  
Sheffield Village, OH  
Nov 14, 2019



Windows look cheaply made. Some of paint is chipped off on the window locks and they aren't even lined up correctly.

REVIEW

Cindy E.  
Cleveland Heights, OH  
Nov 13, 2019



Although the windows were expensive, I truly believe the windows are worth every dime. I can already see the difference in my heating bill and not to mention the appearance of my home has improved tremendously.

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REVIEW

Jim P.  
Ashland, OH  
Nov 13, 2019



Absolutely awful experience with the installers.  
Property damage was not what I paid \$2800 for.

REVIEW

Timothy R.  
East Orwell, OH  
Nov 12, 2019



windows are great , sales tactics are borderline scam ( see how much we can charge these people ) no set price was ever given per window ( buy one get one free was unrecognizable ) , I canceled my original purchase after I became uncomfortable with the price. Then the same day a phone call offering the same windows at a considerable discount . This is the only reason I completed the purchase.

REVIEW

Brian B.  
Parma, OH  
Nov 12, 2019



they were on time and were done before I knew it.  
They also cleaned up any mess that was made. Thanks.

REVIEW

Mattie R.  
Mt. Eaton, OH  
Nov 11, 2019



very well done

REVIEW

David Z.  
Lakewood, OH  
Nov 11, 2019



Windows & Installation were excellent -

REVIEW

Lori F.  
Beloit, OH  
Nov 08, 2019



**YOUR EMPLOYEES WERE RESPECTFUL OF MY HOME, PLEASANT TO WORK WITH AND HELPFUL WITH ANY QUESTIONS I HAD. YOUR PRODUCT EXCEEDED EXPECTATIONS AND LOOK GREAT!!**

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REVIEW

Howard L.  
Solon, OH  
Nov 07, 2019



I got a new patio door. The installation went very well even in the pouring rain. It looks great and they cleaned up after the work was done. They told me that the bottom rollers of the screen door were missing and someone would call and come out to install them. After they left I found out that the toe lock stopped working. You would think they could make a better toe lock than the one they installed, very poor quality. I'm not really concerned since the door lock looks very strong with 2 latching points. It's been a week and I hope they remember to come back and fix what is necessary.

REVIEW

Randy E.  
Norwalk, OH  
Nov 07, 2019



Jenna was great in helping us choose our door. Installation went very well and installers were great!

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