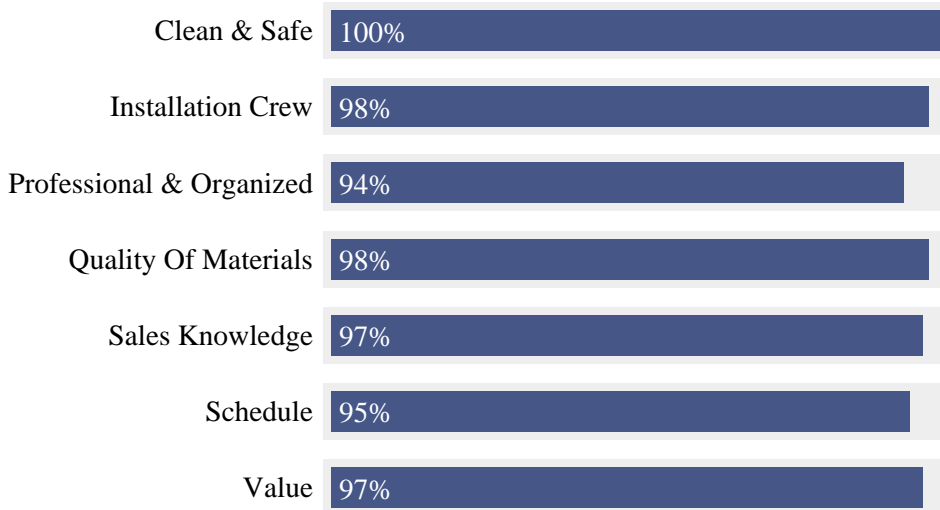


CUSTOMER FEEDBACK REPORT *for*  
**Universal Windows Direct of Charlotte**



## Customer Feedback Summary

Of 2,061 customers surveyed, 565 responded



3101 Yorkmont Rd, Ste 300  
Charlotte, NC 28208  
(704) 594-1900

### **GUILDMEMBER SINCE 2015**

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## Recent Reviews & Published Comments

### REVIEW

Joan M.  
Lancaster, SC  
Dec 05, 2019



Beautiful windows and a great crew of installers. I couldn't be happier.

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REVIEW

Amy A.  
Shelby, NC  
Dec 03, 2019  
★★★★★

Universal Windows of Charlotte replied to my emails and phone calls within 24 hours. They were completely flexible about installation. Our 33 windows actually were completed 2 months AHEAD of schedule, and we do love them. My house is 7\* warmer and quieter. The salesman was polite but I could tell he had given the speech at least 1,000 times already, and he stank of cigarette smoke. However, the smell was gone in a few hours, and the money we saved and the new look of our house was totally worth it. The installers also vacuumed and left my driveway, house, and yard clean every day.

REVIEW

Melinda E.  
Waxhaw, NC  
Dec 03, 2019  
★★★★★

To Sam's initial appointment with me to all his help following up to make sure i got exactly what i wanted, this experience has been fantastic. I would highly recommend Universal Direct.

REVIEW

Jackie T.  
Charlotte, NC  
Nov 26, 2019  
★★★★★

The only pain point that I had with UWD direct is that, when I called to set up a consult they asked who would be home or if my husband would be. I was really taken back by this and honestly should have cancelled everything right there, but did not. Other than that, I have zero complaints. The consult was quick and not too pushy. I got all the info I needed and he sales rep left my house. Though he did apply pressure by saying my rate was only good for a few hours. After that, it took 8m weeks on the dot. I have zero complaints about the install and the crew.



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REVIEW  
Bob S.  
Charlotte, NC  
Nov 26, 2019  
★★★★★

Worked out great.

REVIEW  
Franklin A.  
Charlotte, NC  
Nov 19, 2019  
★★★★★

Great windows and great price , people who help me out with the process excellent, thank you

REVIEW  
Donald F.  
Charlotte, NC  
Nov 19, 2019  
★★★★★

We had a very large project (34 windows, front entry door with full sidelights and transom, and French door to slider in back of house). Everything from start to finish was great. The Sales Representative Vincent Adams sold windows to my neighbor down the street and they referred him to us. We couldn't be happier with the whole process. Junior's crew did an outstanding job with the installation, and they were extremely courteous answering any questions we had during the two day installation. I would recommend Universal Windows Direct of Charlotte to anyone looking to replace their windows or doors.

REVIEW  
Carissa V.  
Monroe, NC  
Nov 12, 2019  
★★★★★

I was very impressed by the speed, efficiency, & professionalism by the team that installed our windows. The only way you could tell they had been there after they were finished was the great looking new windows!

REVIEW  
Cathy W.  
Vale, NC  
Nov 07, 2019  
★★★★★

The men came and took out old windows and installed new ones in one day. Very nice and courteous installers. Cleaned up all the old windows and any debris that came with old ones.

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REVIEW  
Ellen H.  
Fort Mill, SC  
Nov 05, 2019  
★★★★★

From the first meeting, through the appointment where they did final measuring and through the end result, we are thrilled with our purchase from Universal Windows Direct. And I too "love my windows".

REVIEW  
Chuck Y.  
Shelby, NC  
Nov 01, 2019  
★★★★★

I had recently had Universal Windows Direct to put windows in my home. I needed to put doors in my home, so I decided to try Universal for those too, and I am completely satisfied. My experience with Universal has been nothing but excellent and I would definitely recommend them to whoever needs windows or doors.

REVIEW  
Sheri B.  
Conover, NC  
Oct 12, 2019  
★★★★★

The man who put in the window were very personable the cleaned up and the window went in perfect

REVIEW  
Merinda B.  
Charlotte, NC  
Sep 09, 2019  
★★★★★

They have a very hard time showing up when they say they are going to.

REVIEW  
Bonita C.  
Charlotte, NC  
Sep 03, 2019  
★★★★★

Great customer service!

REVIEW  
Russell A.  
Charlotte, NC  
Aug 28, 2019  
★★★★★

Beautiful windows and doors, polite and professional service.

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REVIEW

Walter B.  
Sherrills Ford, NC  
Aug 20, 2019



Different crew of installers, first installation, one man job, better fitting of windows and doors, second crew installation not as good as the first single installer who had tighter fittings and trim work. Second crew seemed to be in a hurry to get it done, resulting in making a call back to Universal to have some trim work redone as there is a gap in one of the windows, that will require a second visit to make it right.

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REVIEW

Lisa C.  
Hudson, NC  
Aug 15, 2019



The crew did an amazing job on the windows. They were fast & precise. Thank you for a job well done!

REVIEW

Michael B.  
Concord, NC  
Aug 10, 2019



Great company! Anna and Clint did a great job, answered any questions we had, finished the work in one day and when they left we didn't have to clean up after them. Great people!

REVIEW

Robert B.  
Charlotte, NC  
Aug 09, 2019



Had two other vendors bid on the job, but one was late & told me they didn't handle that type of window, the other never showed up! Both sourced thru Home Advisor! The Universal Windows rep showed up on time, spent time viewing the property & made a good offer, and offered to work with the HOA to address any difficulties. A lengthy process, but they supported me thruout & when windows were ready, quickly & efficiently installed the windows in a single day.

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REVIEW

Lynn S.  
Charlotte, NC  
Aug 02, 2019  
★★★★★

Never mine my response my wife was totally satisfied with the new windows, especially the BAY Window and the Picture Window. The first day when she arrived home she was delighted with the picture window and then the second day she could not believe the bay window. Thank you , you made my wife a happy women which in turn you made me a happy man.

REVIEW

Robert P.  
Rockingham, NC  
Jul 27, 2019  
★★★★★

technician was excellent, cleaned up after themselves, overall did an excellent job. love the windows easy open and shut.

REVIEW

James N.  
Lancaster, SC  
Jul 23, 2019  
★★★★★

Guys that came out to do job were friendly and very knowledgeable over windows they answered all my questions.

REVIEW

Colleen M.  
Rock Hill, SC  
Jul 15, 2019  
★★★★★

My first installation was fantastic! Second installation was not as nice as the first installation. The man seemed to be a nice person, however they sent one man, not a crew. It took two days to get the work completed instead of one day like the first install. The aluminum wrap is not bad but not as nice as the first installation. We have a lot of broken glass to in the driveway and a few pieces on the porch since the replacement and we had none on the first install.



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REVIEW

Sanford C.  
Ararat, NC  
Jul 15, 2019



The windows were put in and done in 1 day. I thought that was great. The guys were friendly. My husband and I went through the house to hang blinds and noticed the last 5 windows were not complete. The caulking wasn't finished and one of the windows has a big chip of wood on the boarder. I took pictures and I was going to have them come back out to fix all the issues but my husband said we wasn't fooling with it because ain't no telling how long it would take for them to come back. We spent almost \$10k on these windows and they should have been completed.

REVIEW

Gordon I.  
Lexington, NC  
Jul 11, 2019



Some of the crew members are not properly trained, as one of them took a very large screwdriver and used it as a wood chisel to remove some of the existing window frame. Wrong tool for the job, as it was taking out huge chunks of the window frame because it is a DULL screwdriver and NOT a wood chisel. It was so bad that the damaged framing had a hole in it to where I could fit three fingers through the damaged 2" X 4". I even told the job manager back at the company and all he could say was and I quote, "Well once the windows were installed, you couldn't see it correct?" I just about fell over!!!! I was like REALLY!!!! So as long as it looks OK at the end, who cares about structural integrity....WOW!!!! Very disappointed with management! **BOTTOM LINE:** Not their house....They don't care!!!!



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REVIEW

Don B.  
Concord, NC  
Jul 08, 2019



Very fast and professional work, great cleanup answered all questions before and after completion.

REVIEW

Bob C.  
Shelby, NC  
Jul 02, 2019



The installer was understanding of our needs with handicapped family members and the need to be efficient and considerate of their needs while doing the install.

COMMENT

Additional Comment  
Jun 12, 2019

We were completely happy with the presentation Eric provided and his knowledge and assistance in helping us select our new front entrance door. We are excited to get it installed.

REVIEW

Heather H.  
St. Charles, MO  
Jul 10, 2018



Amazed!!! What a crew!! The team of carefully selected gentleman known as the "Texas Team or Brian Team" involved in the installation process of our windows exceeded my expectations! They certainly represent your name and company well upholding the highest of standards. Professional, respectful, quality-minded, hard working and trustworthy. Not a nicknack out of place. When the job was finished aside from the wonderful new windows...I wouldn't have even know they were there. The clean up job was exceptional which made me (a very particular person) a very happy camper. I was anxiously dreading the whole messy process for nothing. Give that clean up man "Brian" a raise. He branded your name in my heart ? ~ Most impressed

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