

CUSTOMER FEEDBACK REPORT *for*
White Aluminum & Windows - Leesburg



2101 U.S. Hwy 441
Leesburg , FL 34748
(352) 702-4610
www.whitealuminum.com

GUILDMEMBER SINCE 2013

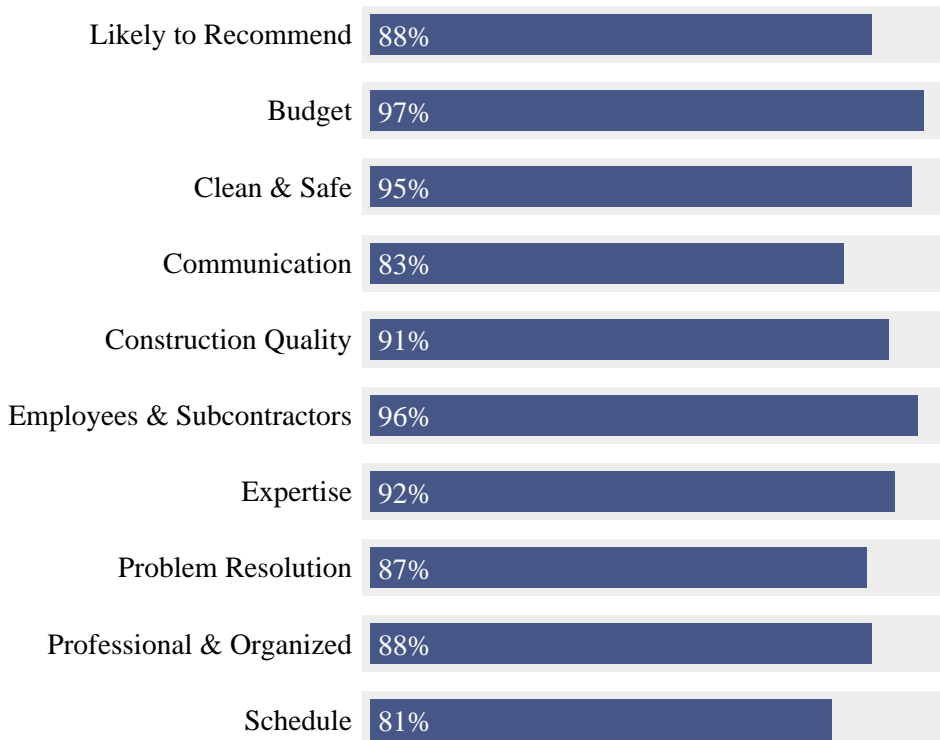
As a GuildQuality Guildmember, White Aluminum & Windows - Leesburg relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of White Aluminum & Windows - Leesburg in The Villages, FL; Leesburg, FL; Ocala, FL; Lady Lake, FL; Villages, FL; Clermont, FL; Eustis, FL; Tavares, FL; Mt. Dora, FL; Summerfield, FL; and 49 other cities in Florida, Indiana, Maine, Vermont and New Jersey.

In this report, White Aluminum & Windows - Leesburg has published a summary of the customer feedback they've received since they joined GuildQuality in June 2013. In that time, 261 out of 402 customers (65%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2014.

Customer Feedback Summary

Of 402 customers surveyed, 261 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Nov 11, 2013

White Aluminum is a good company for remodeling work. When there was an issue with the first contractor, they brought in a new team and took care of everything. I would recommend them to others and I plan to hire them for my next few remodeling projects.

COMMENT

Additional Comment
Nov 11, 2013

I am in the renovation business so I've seen a lot of their work around. They always do a good job, so I hired them for my own renovation project.

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COMMENT
Additional Comment
Nov 06, 2013

The entire experience was great. They came out when they said they would, they stayed within the quote, and everything they said they would do happened. Also, we have had people over to show them the work and they love it, too.

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COMMENT
Additional Comment
Nov 05, 2013

I was most satisfied with the final outcome and the process of how White Aluminum executed this entire project.

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COMMENT
Additional Comment
Sep 20, 2013

I was extremely happy with everything including the quality of workmanship and the materials. The crew was very professional.

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COMMENT
Additional Comment
Sep 20, 2013

I was impressed by their courtesy, the quality work, and the precise engineering.

COMMENT
Additional Comment
Sep 10, 2013

White Aluminum was professional and worked well with the weather. They managed to get everything done on time and in a professional manner. I was very satisfied.

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COMMENT
Additional Comment
Sep 03, 2013

The actual build of the project was a lot quicker than I expected and the installer was excellent!

COMMENT
Additional Comment
Aug 27, 2013

I was most satisfied with the installers because they were very knowledgeable and easy to work with.

COMMENT
Additional Comment
Aug 26, 2013

I was most satisfied that we could enclose the screen and that it can be kept cool in the summer and warm in the winter.

COMMENT
Additional Comment
Aug 26, 2013

The fact that we felt that White Aluminum would follow through on commitments was one of the reasons that we chose them out of the nine companies that we were considering.

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COMMENT
Additional Comment
Aug 22, 2013

Everyone who came to my house was great, even the salesperson. Everyone on the team was decent and gracious. I can't judge White Aluminum based on the office, but the crew that came to my house was great. They are a busy people, but White Aluminum is a great company.

COMMENT
Additional Comment
Aug 22, 2013

I have known about White Aluminum for many years. I didn't check around for prices. I know how long White Aluminum has been here and that speaks for itself.

COMMENT
Additional Comment
Aug 22, 2013

Eventually we would like another smaller deck or porch on the other side of the house. When the time comes I will call White Aluminum.

COMMENT
Additional Comment
Aug 14, 2013

Our experience with White Aluminum was very positive. We loved the service we received. The installers were wonderful and very professional.

COMMENT
Additional Comment
Aug 09, 2013

I am satisfied with White Aluminum's quality of workmanship and their attention to detail.

COMMENT
Additional Comment
Aug 08, 2013

I was most satisfied that they stayed with the job till it was done. They even worked on the tarp in the rain. They cleaned up amazingly.

COMMENT
Additional Comment
Aug 07, 2013

I used them twenty years ago, and have used them a couple of other times. They do a good job, and I always come back to them.

COMMENT
Additional Comment
Aug 07, 2013

I was most satisfied with the salesman's service. He answered all of our questions, returned our calls, checked back with us, kept us up to date.

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COMMENT
Additional Comment
Aug 05, 2013

I was most satisfied with the quality of the job that was done and the office staff provided by White Aluminum. Charlie, the production manager, communicated with me often. I had a great experience with him.

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COMMENT
Additional Comment
Jul 31, 2013

Kevin Long is great. Anytime I have an issue or problem, he handles it immediately. It feels good to know that if I call Kevin, I can get off the phone knowing that the problem will be taken care of.

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COMMENT
Additional Comment
Jul 31, 2013

We have used them on this community for many years.

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COMMENT
Additional Comment
Jul 31, 2013

We have four more new homes that White Aluminium will do.

COMMENT
Additional Comment
Jul 31, 2013

They are fantastic on the sales and the guy that double checks the sales. The materials are top notch as expected. Once they started the job it went smoothly and clean.

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COMMENT
Additional Comment
Jul 31, 2013

The job site was definitely kept clean and safe.

COMMENT
Additional Comment
Jul 31, 2013

I definitely trust them to follow through on commitments.

COMMENT
Additional Comment
Jul 31, 2013

I was most satisfied with the salesman's follow up on everything. It was very professional of him.

COMMENT
Additional Comment
Jul 31, 2013

I've already recommended them.

COMMENT
Additional Comment
Jul 31, 2013

I was most satisfied that it was good quality work.

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COMMENT
Additional Comment
Jul 31, 2013

White Aluminum is a good company, and I would recommend them.

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