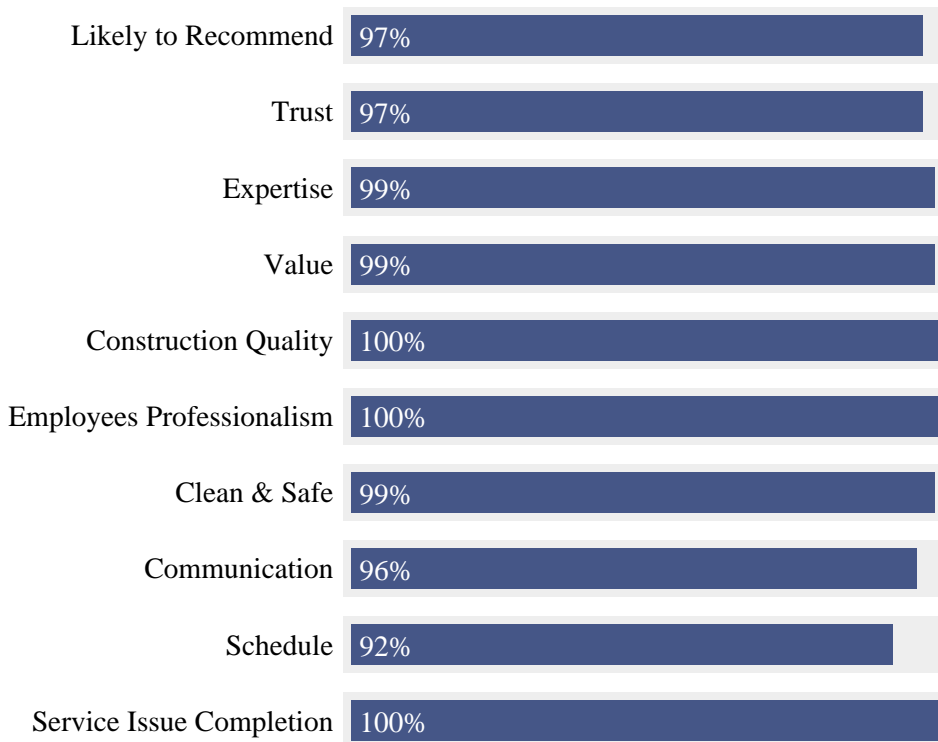


CUSTOMER FEEDBACK REPORT *for*  
**Window Depot USA of Richmond and  
 Charlottesville**



## Customer Feedback Summary

Of 530 customers surveyed, 307 responded



2013 Walmart Way, Suite  
 2013  
 Midlothian , VA 23113  
 (804) 477-8830  
[windowdepotrichmond.com](http://windowdepotrichmond.com)

### GUILDMEMBER SINCE 2015

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## Recent Reviews & Published Comments

### REVIEW

Doug P.  
 Charlottesville, VA  
 Mar 11, 2019



After finally agreeing upon a proper installation date with weather and a few communication errors, everything was smoother than smooth. The install crew was very courteous, personable, and tidy, they even cleaned up a little mess that was here before them.

### COMMENT

Additional Comment  
 Feb 12, 2019

We were very satisfied in every area from Michael explaining the windows to us, the installation and the follow up.

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REVIEW

Toni C.  
N. Chesterfield, VA  
Feb 09, 2019



Window Depot was professional and followed through on what they said they would do and they worked with me even though I don't live that state.

REVIEW

Todd H.  
Midlothian, VA  
Jan 21, 2019



Window Depot did an exceptional job, better than we expected!

REVIEW

Cynthia C.  
N Dinwiddie, VA  
Jan 14, 2019



Window Depot USA has a great price and great service.

REVIEW

Linda B.  
Charlottesville, VA  
Jan 03, 2019



One of my neighbor's son works for a large contractor who recommended this Company. My neighbor had two replacement windows installed was very happy with the installation. That is why I chose this Company. Great Choice! We had to change the installation date because of our recent AWFUL weather, but...

REVIEW

Sandra H.  
Midlothian, VA  
Dec 03, 2018



They did a great job!

REVIEW

Joe M.  
S. Chesterfield, VA  
Nov 13, 2018



I was very satisfied with them. They are punctual.

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COMMENT

Additional Comment  
Nov 03, 2018

I am truly impressed with the window product Window Depot supplied for us, Park Avenue Series by Thermal Windows and Doors. I had looked at several other window brands all more expensive but the Park Avenue had some unique features, gave up nothing in premium quality at the most reasonable price. We...

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REVIEW

Mark D.  
Henrico, VA  
Nov 01, 2018



From start to finish the process was great. They were wonderful about communicating every step of the way so I was well informed with every step of the project. I would not hesitate to recommend them to anyone interested in doing windows on their home.

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REVIEW

Cheri T.  
Quinton, VA  
Oct 30, 2018



Had a sliding glass door installed to update our kitchen and it looks great. Staff was great to deal with and I would highly recommend them to anyone needing new windows or doors.

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REVIEW

Linda T.  
Chester, VA  
Oct 25, 2018



We were very satisfied!

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REVIEW

Onethia M.  
Chester, VA  
Oct 22, 2018



Great service!

REVIEW

Frederick J.  
Palmyra, VA  
Oct 09, 2018



The team of professionals at Window Depot did a great job from quoting the project to clean up after installation.

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REVIEW

Heather K.  
Charlottesville, VA  
Oct 06, 2018  
★★★★★

I think they did a great job overall. We were very happy with the service they provided. We had an issue with a door that was delivered, with it opening the wrong way, and they were able to fix that. We would be happy to recommend them to anyone who needs doors or windows.

REVIEW

Craig J.  
Chesterfield, VA  
Oct 01, 2018  
★★★★★

Awesome job! Love our new windows.

REVIEW

William M.  
Ruckersville, VA  
Sep 26, 2018  
★★★★★

They did a great job!

REVIEW

Matt S.  
Richmond, VA  
Sep 20, 2018  
★★★★★

They did a great job, couldn't be happier!

COMMENT

Additional Comment  
Sep 14, 2018

I had experience with different companies when I had my house windows installed for the first time, and replaced again, but window Depot is much superior than the other companies.

REVIEW

Marian A.  
Midlothian, VA  
Aug 30, 2018  
★★★★★

It was a very smooth installation with professional, courteous installers. Thank you!

REVIEW

Don H.  
Chesterfield, VA  
Aug 29, 2018  
★★★★★

I ordered more windows because of what I have seen! I will continue to use Window Depot USA of Richmond and Charlottesville until the project is complete!

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REVIEW

James K.  
Highland Springs, VA  
Aug 23, 2018  
★★★★★

They helped me replace all of the windows in my house! We have replaced the windows here and there. I am waiting on the last two now. It was a great service!

REVIEW

Andrei K.  
Charlottesville, VA  
Aug 19, 2018  
★★★★★

Very positive experience. Window depot was chosen among 4 other installers based on product quality to price ratio, communications with the head office and online reviews. We ordered installation of Vista Casement windows and are happy with them. When we agreed on time, the installation was quick...

REVIEW

Terry H.  
Lake Monticello, VA  
Apr 01, 2018  
★★★★★

All aspects of the transaction were professional, timely, and cost effective. Very pleased with the result. Have received many nice comments from visitors.

REVIEW

Francis A.  
Unionville, VA  
Jan 31, 2018  
★★★★★

I was impressed with the workmanship. They worked hard and I was impressed at the speed of which my project was completed.

COMMENT

Additional Comment  
Oct 05, 2017

I was satisfied with the whole experience.

COMMENT

Additional Comment  
Oct 04, 2017

Good honest answers to our questions. Explained details well. The areas were so clean you couldn't tell they had just installed windows.

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REVIEW

Jeffrey K.  
King George, VA  
Oct 04, 2017



Window Depot crew was professional in all aspects. Cleanup and installation was exceptional. Love our new windows.

Comment from Window Depot USA of Richmond and Charlottesville

Thank you for your kind words! We're thrilled that you love your new windows and that you are pleased with our company! We ARE expanding into the Fredericksburg area. Actually, we will be at the Fredericksburg Home Show Oct. 20-22. We'll put a couple discount tickets in the mail for you. Drop by and say hello. We appreciate your referrals very much! All the best, Window Depot

REVIEW

Ed R.  
Chesterfield, VA  
Sep 25, 2017



I did a great job, and I'm very satisfied.

REVIEW

Sue L.  
Midlothian, VA  
Sep 22, 2017



Window Depot came to my attention after a long difficult prolonged try at working with Lowes. Window Depot came out promptly, measured correctly the first time, and then kept me updated as my windows were manufactured to MY specifications. We arranged a convenient date to install the window. The installer...

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