

CUSTOMER FEEDBACK REPORT *for*

Zen Windows



12 W. Poplar Street
Columbus , OH 43215
(614) 939-4936
www.zenwindows.com

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Zen Windows in Columbus, OH; Dublin, OH; Grove City, OH; Westerville, OH; Pickerington, OH; Lewis Center, OH; Bexley, OH; Sunbury, OH; Johnstown, OH; Hilliard, OH; and 27 other cities in Ohio and Connecticut.

In this report, Zen Windows has published a summary of the customer feedback they've received since they joined GuildQuality in September 2018. In that time, 78 out of 144 customers (54%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2019.

REVIEW

Gary E.
Reynoldsburg, OH
Oct 08, 2019



I am very pleased that I found Zen Windows on the internet. The windows are top quality and look great. The installers were punctual, professional, and totally respected my property. The communication between Zen Windows and myself was almost instantaneous. Zen Windows gave me A++++ service from beginning to end. I could not be more pleased.

REVIEW

Eric R.
Columbus, OH
Oct 05, 2019



They were great to work with. Would highly recommend.

REVIEW

Natalie C.
Columbus, OH
Oct 03, 2019



I am highly satisfied with Zen Windows, but I was most impressed with the fact that they didn't try to push their product down my throat. It was truly a Zen experience.

REVIEW

Jimmy W.
Orient, OH
Oct 03, 2019



Professional and everything was done as expected. Windows are performing well.

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REVIEW

J J.
Westerville, OH
Oct 03, 2019
★★★★★

I can not express just how thrilled I have been with this total experience. It has been wonderful from start to finish. The young men who installed my windows were personable, professional and very conscientious of my home. If it hadn't been for the new beautiful windows that were installed, you would never have known they were here!! I will be sharing my experience with everyone I know, and as President of my Condo Association that is quite a few people. ???You truly do live up to your name and I can't wait to get my other windows ordered and installed. (Oh by the way the windows look amazing!!)

REVIEW

Jack A.
Powell, OH
Jul 08, 2019
★★★★★

From the moment we contacted Zen Windows we were satisfied. The level of expertise, no hassle quote and speedy response meant we weren't sitting around for weeks waiting on appointments, scheduling, quotes etc. This made a huge difference to us with 2 small kids running around. The windows were fitted fast and efficiently and we have had so many compliments from the neighbors!!Extremely pleased with the service and quality!

Zen Windows

REVIEW

Mary B.
Grove City, OH
Jul 03, 2019



I loved that I could get a quote without high pressure sale tactics like other window companies. Matt was really good to answer all my questions & even arranged for me to see the windows being installed at another location. That convinced me Zen Windows was the way to go. I LOVE my new windows!!! They are well made and tilt in to clean!!! No more nasty old aluminum windows & storm windows that can't be clean and grow mold in between them. My allergies are way better now. When it's really hot out I touched the new windows and they were cool. I can't wait to see my lower electric bills!!!! Best of all ... I don't have to use a stick to hold up my old windows anymore!!!

REVIEW

Rick S.
Heath, OH
Jun 14, 2019



My house was a big job with 34 windows and 2 sliding doors. The crew did a great job, professional and polite. I'll learn more about the warranty as I need to contact them about the gasket on the door. I just noticed a tear in it when I was rehanging my window blinds.

REVIEW

Steve S.
Westerville, OH
Jun 08, 2019



My wife and I were offered every means to review Zen including a visit to a job site where installation was occurring. The installers were professional, and very knowledgeable on Zen Windows. I personally compared services of window and window installation and found Zen superior at a good value!!

REVIEW

Paige F.
Bexley, OH
Jun 05, 2019



Excellent service and very professional.



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REVIEW

Mike L.
Bexley, OH
Mar 18, 2019



Very satisfied and very impressed with the delivery schedule compared to other places I shopped at.

REVIEW

Michael S.
Hilliard, OH
Mar 17, 2019



The process was very quick and easy. No other company would even provide a "rough estimate" without coming to the house. The other companies want to get their sales person in your home. Zen quoted a price the same day online, and that was what we paid. We have 2 or 3 more to replace and they will be our first call.

REVIEW

Michael P.
Columbus, OH
Mar 15, 2019



These windows are great and install was a breeze

REVIEW

Daniel P.
Columbus, OH
Mar 05, 2019



I must say, out of all the home improvements I have made over the years, working with Zen was by far the easiest, least complicated, best experience I have every had. From their estimate process to the finished product, everything ran smoothly and we love the outcome. Those who installed the windows were very knowledgeable about everything, left my home and property without leaving a trace behind. My wife and I are very happy with the entire process and would recommend Zen to anyone looking for a quality window with a million dollar finish.

REVIEW

Grace S.
Columbus, OH
Jan 18, 2019



I am pleased with the Zen Windows product and quality. I would recommend them as an incredibly budget-efficient, higher-end window for your home.

Zen Windows

REVIEW

Vince F.
Hillyard, OH
Jan 12, 2019



top notch quality and service,installer found problem from a window leaking on the second floor behind the brick onto my lower level windows,he fixed the problem.I doubt many places would do that.

REVIEW

Jon S.
Lancaster, OH
Jan 02, 2019



This was my second experience with Zen and would highly recommend them. They did the job on time and at what I felt was a reasonable and fair price. The installers were very professional and did an excellent job with a tough installation and cleaning up before they left. They communicated well and made sure I was satisfied each step of the way. Thanks to the whole Zen Team.

REVIEW

Michael S.
Laurelville, OH
Nov 03, 2018



The gentlemen were professional, kind, courteous, they listened to me, organized, clean, and they interacted together very well. I really enjoyed them. I felt comfortable and at ease with their presence. If I had to ask something or had a concern, they were very polite, professional and informative. They had a very personable way of explaining what was going to happen and how it would go. They came in prepared to do their job, they did it in a timely manner with a good sense of humor and a good work ethic. They made me feel good about the company, and I would recommend them to anyone. This company offers an excellent product for an excellent price. The product looks very secure and I feel very good about it. The clarity of the windows is just striking. This has been such a good experience for us. I don't have anything bad to say about them.



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REVIEW

Alaa S.
Dublin, OH
Nov 03, 2018



The people are great, the service was attentive. They tried to help. When things went wrong, they stepped up to the plate and did the right thing to fix it, which is good.

REVIEW

Colleen C.
Columbus, OH
Nov 01, 2018



They got my business because they had good windows and were the easiest to work with. They answered every question, did multiple quotes, let me see the product being installed.

REVIEW

Julian G.
Columbus, OH
Oct 28, 2018



A great experience; the windows are good the price was very fair and the installers were really professional; would use this company again.

Comment from Zen Windows

A fair price and a great window with professional installation are terms that define our brand. Thank you for sharing your experience. Enjoy your new Zen Windows!

REVIEW

Jeff K.
Columbus, OH
Oct 15, 2018



Super fast and professional. I'm a real estate agent and I recommend Zen to a lot of my clients looking to get new windows. Their process is different and so much better than the rest of the industry. They are great!

Comment from Zen Windows

Ease of process, different and better than the rest of the industry, these are exactly what we strive for on a daily basis at Zen Windows. Thank you for taking the time to share and for continuing to refer Zen to others. Enjoy your new Zen Windows!