

CUSTOMER FEEDBACK REPORT *for*

# Champion Windows of Austin

REVIEW

Claudia D.  
Florence, TX  
May 02, 2019



We have now put Champion Windows in two buildings on our property. We are really satisfied. It really helps with our electric bill and really makes the house look beautiful.

REVIEW

David S.  
Georgetown, TX  
Feb 18, 2019



Terrible!!!!Everything

REVIEW

Shirley S.  
Del Valle, TX  
Feb 08, 2019



I am EXTREMELY dissatisfied with your scheduler, Terry's dishonesty. He did not inform the installers nor the salesman, Eric Freiert, from San Antonio that I WOULD NOT BE HOME Monday afternoon. The time for installation was Monday morning NOT MONDAY AFTERNOON!!!!!!

REVIEW

Jackie S.  
Leander, TX  
Dec 08, 2018



Contractor filed necessary forms and documents with the city and the HOA. Installation job was done quickly, correctly, and neatly with good quality materials

REVIEW

Walter H.  
Georgetown, TX  
Nov 01, 2018



The quality of the materials was very good. There were some deficiencies in regards to getting certain parts of the project completed.

REVIEW

Ann L.  
Manor, TX  
Aug 13, 2018



They did an amazing job.

REVIEW

Rick J.  
Austin, TX  
Jul 20, 2018



We are happy with the quality of the windows for the price.



2020 Rutland Dr, Suite B  
Austin, TX 78754  
(512) 961-8895

**GUILDMEMBER SINCE 2012**

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We have surveyed customers on behalf of Champion Windows of Austin in Austin, TX; Round Rock, TX; Georgetown, TX; Pflugerville, TX; Cedar Park, TX; Leander, TX; Buda, TX; Killeen, TX; Bastrop, TX; Gonzales, TX; and 68 other cities in Texas.

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REVIEW

Bill W.  
Jonestown, TX  
Jul 18, 2018



I thought they were very fast - I didn't expect them to finish the job as quickly as they did.

REVIEW

Rani I.  
Austin, TX  
Jun 21, 2018



The product is great, the installers were professional, and I am going to use this company again in the future!

REVIEW

George S.  
Webberville, TX  
Apr 16, 2018



Overall they are a good crew that do good work. The guys are knowledgeable. They are great.

REVIEW

Terri G.  
Pflugerville, TX  
Mar 16, 2018



I think the quality of the product used is really good, and my two installers were amazing. But I know they don't work for Champion, but are subcontractors.

REVIEW

Tracee B.  
Round Rock, TX  
Jan 30, 2018



My experience was not the best. The first day the installers worked for about 3 hours and then left for the day. The second day they finished in about 2 hours. It would have been nice to not have been inconvenienced for two whole days to complete 5 hours of work. Additionally, both days they left...

REVIEW

Phillip L.  
Austin, TX  
Dec 22, 2017



Great experience working with Matt on the sales side, and with Abel and his crew with the install, and with Robert after everything was finished. Very professional, great quality windows for the price. Highly recommended!

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REVIEW

Frank S.  
Lago Vista, TX  
Nov 28, 2017



We found windows to be high quality. They solved sound issue, helped retain heat, the product lived up to what they said. We are very happy.

REVIEW

Irene B.  
Austin, TX  
Nov 16, 2017



The craftsmanship was excellent. And my neighbors raved about the door!

REVIEW

Pat M.  
Georgetown, TX  
Nov 09, 2017



If I had not called continuously to get my door installed, I don't know if it would've been completed before Christmas. No one ever called me to let me know the door was in and ready to be installed. They must have a lot of work and unable to keep up with all their customers .....in a timely manner....

REVIEW

Michele S.  
Burnet, TX  
Oct 24, 2017



The process of buying windows can be stressful and expensive. I feel like I received great windows for my money that will last a long time and hold-up to this Texas heat. I would definitely recommend Champion Windows of Austin to friends and family.

REVIEW

Al K.  
Smithville, TX  
Oct 23, 2017



We were totally satisfied.

REVIEW

Patsy J.  
Lockhart, TX  
Oct 18, 2017



I am happy I did it!

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REVIEW

Yolanda K.  
Leander, TX  
Aug 23, 2017



For smaller jobs, there is a chance you will get delayed time after time for your installation. They provide one excuse after the other as to why it kept getting delayed. It took 3-4 tries for me to get my windows installed.

REVIEW

Tim K.  
Round Rock, TX  
Jul 21, 2017



They just had to schedule the installers on the most inconvenient day for me. They said I would get \$100 off, which I did not get. The installers showed up late and could not finish the job that day. They did all but one window, which they left in the grass. They had the wrong door, but we did...

REVIEW

Michael M.  
Georgetown, TX  
Jul 01, 2017



The staff was rude and aggressively bullying. They didn't show up on time and didn't meet the deadline requirements. When I tried to get these issues resolved, I had to get upper management involved because lower management would not respond to me.

REVIEW

Les C.  
Austin, TX  
Jun 23, 2017



I'm satisfied with the windows, but I'm not satisfied with customer support.

REVIEW

Robert B.  
Austin, TX  
May 30, 2017



The window is beautiful and we are very happy with it's appearance.

REVIEW

Marlan C.  
Smithville, TX  
May 29, 2017



Office staff did not respond to customer referral program. I was referred by a friend and he was suppose to given a referral fee and nobody has responded yet, 4 months later with multiple phone calls. I can't possibly refer anyone to a company that will not do what they say they will.

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REVIEW

Emad A.  
Austin, TX  
May 12, 2017



Project took nearly 6 months to complete while promised to be done in 6 to 8 weeks (including license, order material and installation). Also a lot of mistakes due to wrong calculation from their part which cost me to pay more at the end to fix.

REVIEW

Weldon Z.  
Georgetown, TX  
May 04, 2017



Great product, great service, great experience.

REVIEW

Martin L.  
Round Rock, TX  
Mar 30, 2017



They have not returned any of my phone calls to address any of the issues I have with the windows I had installed.

REVIEW

Wendy M.  
Lakeway, TX  
Feb 21, 2017



Installation crew arrived on time and were polite and respectful of my property. Unfortunately the french doors were incorrectly made, extending the install to a full day, and they had to return to finish the job the next day. I still have a malfunctioning digital entry lock which is awaiting replacement,...

REVIEW

William M.  
Leander, TX  
Feb 15, 2017



The installers are really good at what they do but the organization and management is bad at keeping the work orders organized and correct.