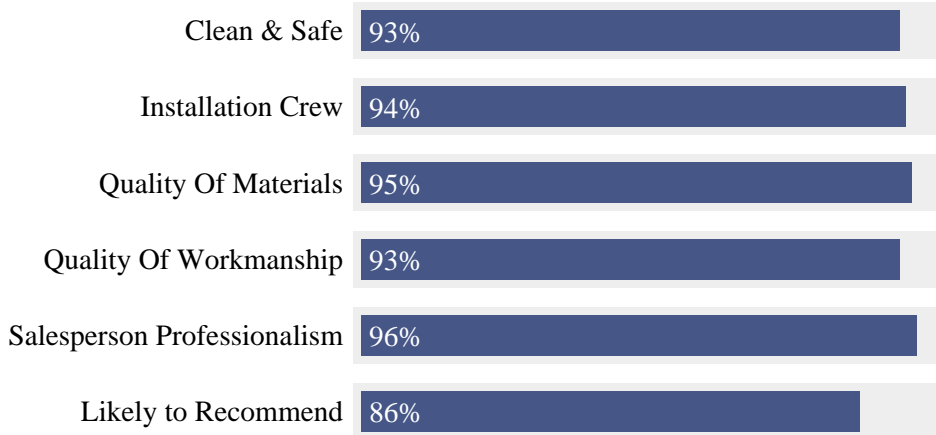


CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Baltimore

Customer Feedback Summary

Of 1,539 customers surveyed, 776 responded



Recent Reviews & Published Comments

REVIEW

Kelly S.
Rosedale, MD
Oct 13, 2019



From beginning to end, our experience with Champion of Baltimore was excellent. The salesman was helpful and responsive. The installation crew was fantastic and hard working. The job they did was finished superbly. The Crew Leader was very responsive to one small issue that we had and it was fixed promptly. Fantastic job overall.

REVIEW

Robert B.
Towson, MD
Oct 10, 2019



The sales person was knowledgeable, efficient, well organized...But the rest of the staff performance was very spotty. In order to solve any problem of installation I had to call the sales person. Then I would get some action. Very unfortunate for the sales rep. He's left out on a limb, having made promises that the installation team cannot keep.



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REVIEW

Clovies J.
Baltimore, MD
Sep 20, 2019



They came when they said they would, they were quick, they were clean, and they did a great job. If I need more work in the future I will be using them again.

REVIEW

Gary J.
Baltimore, MD
Sep 05, 2019



The install crew was timely and professional. We are so pleased with the windows we are getting a sliding glass door and a glass block window installed. Would highly recommend Champion!

REVIEW

Kelly H.
Parkville, MD
Aug 30, 2019



From the time I requested the estimate until the job was completed it was timely and done with efficiency, The staff was professional and answered all of my questions. I was satisfied with the completed job.

REVIEW

Ross M.
Nottingham, MD
Aug 30, 2019



One problem they came back and fixed

REVIEW

Robert N.
Dundalk, MD
Aug 28, 2019



The installation crew was great!

REVIEW

Sudie L.
Towson, MD
Jul 29, 2019



I had a new kitchen double pane window installed and the men were very prompt and installed it efficiently. I was very pleased with the work and they even wiped my counters, stove and floor for any dust or debris.

REVIEW

Kumar B.
Ellicott City, MD
Jul 14, 2019



I would not have engaged Champions if not for Avery Williard. Avery was the filed supervisor who was very knowledgeable, professional and available anytime was why my ratings are so high. I had two other prospective builders to engage but chose Champion for the above-stated reasons.



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REVIEW

KEITH C.
Owings Mills, MD
Jun 13, 2019



A good product but a lot of headaches with the front office. No communication with schedulers and front office unless you call them AND they try to charge you a service call or additional charges for EVERYTHING!

REVIEW

Darcell M.
Baltimore, MD
Apr 11, 2019



I would use them again for any services. They were fantastic!

REVIEW

Zoltan R.
Laurel, MD
Mar 27, 2019



I love my new windows. The promise of sensing the insulation is instantly confirmed. The company keeps you posted about the mile stone, and follow up with a survey upon completion of the work. I believe they truly care about your opinion.

REVIEW

DAVE G.
White Marsh, MD
Mar 26, 2019



Very pleased with the Champion window and storm doors, which were installed by the technicians who were polite, professional and did a great job on the installation. My wife and I expected no less as this is our second time using Champion. The first time we had multiple windows, some of which were odd shapes and sizes, all done to our complete satisfaction.

REVIEW

Barbara D.
Parkville, MD
Mar 15, 2019



NO

REVIEW

Kevin G.
Baltimore, MD
Mar 10, 2019



Great product but the cost is high!



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REVIEW

Evelyn C.
Parkville, MD
Feb 07, 2019



I am very pleased with the windows I recieved from Champion Windows. They are beautiful and very effective keeping the cold out.

REVIEW

Denise R.
Middle River, MD
Oct 24, 2018



I have already recommended them to friends! They had great workmanship, there guys were great, and with the warranty they are giving - you can't beat it!

REVIEW

Haley W.
Gaithersburg, MD
Oct 04, 2018



The windows themselves are amazing and we can already tell the difference in the way the room feels with new windows. The window installation crew was courteous and professional, but failed to adequately clean up the yard. Champion Windows as a company I do not feel valued me as a customer because they change my window installation date multiple times and brought the wrong windows to the house on two occasions. I was offered no apology and I was not offered any kind of compensation and was expected to pay full price for Windows that should have been correct the first time, but took three times to get right.

REVIEW

Raymond S.
Pasadena, MD
Sep 24, 2018



I think the installation crew was great, but management need to communicate more with the customer. The electrical part of the project also wasn't professional.



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REVIEW

Lawrence F.
Towson, MD
Sep 13, 2018



Bad experience with these folks. I got several quotes for a siding and gutter job. I went with Champion because the price was on the lower end and I appreciated the salesman's no pressure approach. When he came back to my house, to finalize the contract, he gave me quote almost \$1,000 over the original estimate. He said he didn't include downspouts and a few other things accidentally. Although frustrating, I went ahead with the work. They cancelled several times due to weather. Over the following weeks ANYTIME I tried to call the scheduling office it went to voicemail and got a return call at her leisure. Typically days later. When a date was confirmed they delivered the materials 4 days early so it was just sitting in my yard. The siding crew showed up a day late (not due to weather) so no one was home for most of the job. I couldn't take off more time from work. The gutter crew came days later but their equipment failed and Champion didn't have another crew to send out to finish my job so I didn't have gutters for a couple of weeks. They came back without letting me know (which i requested to be notified so I could be home). I caught the crew as they where leaving and asked to walk around. There was a clear shortcut taken in the one downspout and it took me being very insistent for the work to be done properly. Shameful.



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REVIEW

Michelle B.
Owings Mills, MD
Aug 16, 2018



I definitely recommend Champion Windows to anyone interested in the installation of a sun room. The sales person was very knowledgeable and her friendliness and warmth was a plus. I was assigned a contact person that was available if needed. This whole process could have been a headache but was instead a smooth and painless installation. I am so very pleased and happy with my sun room and I don't regret my decision to go with Champion at all. Grateful in Owings Mills

REVIEW

John W.
Silver Spring, MD
Jul 23, 2018



Quality people and materials! We are well satisfied.

REVIEW

Jacqueline G.
Baltimore, MD
Jul 23, 2018



I just loved Champion.

REVIEW

Glenda G.
Monkton, MD
Jul 20, 2018



I was impressed with how efficiently everything happened. It was amazing, it looks so beautiful when it was done I almost cried.

REVIEW

Kathy F.
Bel Air, MD
Jun 27, 2018



Cathy was very knowledgeable and very good. She didn't rush us. She was very professional. The crew was very professional. They did a tremendous job and cleaned up very efficiently. Everyone we have spoken to on the phone was very good.



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REVIEW

Dee V.
Bethesda, MD
Jun 20, 2018



The Baltimore office was not great to work with. The manager was rude. Beware and read your contract carefully because they will not disclose everything to you. Jimmy Green, who was my salesman only wanted to make a sale and did not follow up with me after the contract was signed.

REVIEW

U.W.V.
Baltimore, MD
Jun 12, 2018



The Champion Team was fantastic from start to finish. They helped us in understanding every aspect of windows and the installation process. I highly recommend Champion for big jobs like ours or small jobs....they have a quality product and great associates.

REVIEW

Gary S.
Baltimore, MD
Jun 07, 2018



Everything was satisfactory to me.

REVIEW

Jane C.
Dundalk, MD
Jun 06, 2018



i had a total of 5 windows put in it was a buy one get one free deal for a total cost of 4,000 of which i gave a deposit of 1500.00 the rest to be pd when the windows were done.Well before signing anything i inspected the windows and was not at all pleased with the quality of windows.I had called Champion to let them know i was not happy there are gaps around windows and they leak so they sent out a district manager which he took pictures and agreed with me , he stated that this problem would be taken care of that they have a new manufacturing company making the windows now til this day i have never hear anything about the windows being replaced and i have yet to pay balance due until they are replaced.



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Champion Windows of Baltimore

REVIEW

John K.

Essex, MD

May 16, 2018



From start to finish everything was great! We love our new windows!



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