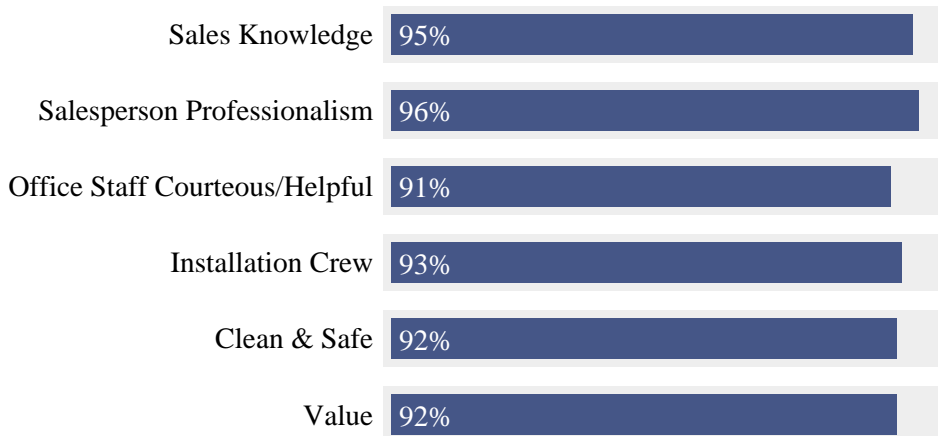


Champion Windows of Boston

Customer Feedback Summary

Of 1,185 customers surveyed, 587 responded



65 Shawmut Rd, Suite 3
Boston, MA 02021
(508) 232-6156

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Boston in Brockton, MA; Stoughton, MA; Marlboro, MA; Quincy, MA; Randolph, MA; Braintree, MA; Weymouth, MA; Holbrook, MA; Lowell, MA; Albion, RI; and 285 other cities in Massachusetts, Rhode Island, New Hampshire and Maine.

In this report, Champion Windows of Boston has published a summary of the customer feedback they've received since they joined GuildQuality in February 2012. In that time, 587 out of 1,185 customers (50%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Recent Reviews & Published Comments

REVIEW

Mary E.
Canton, MA
May 22, 2019
★★★★★

Very dissatisfied.

REVIEW

Virgina K.
South Boston, MA
May 21, 2019
★★★★★

The crewman realized the first door was incorrectly made, and it was he who reordered it. Everything happened in a timely way. I thought I had a problem, but it was actually me. They explained it to me, and it is something I can deal with all the time. The man who explained it to me was wonderful. I thought that was great.

REVIEW

Jennifer H.
Sandwich, MA
May 02, 2019
★★★★★

The representative who introduced me to Champion Windows was attentive to my specific project needs and took time to explain the product and project in detail. I never felt pressured during the consultation. The 3 men who completed the installation were *AMAZING*. They were polite and respectful of...

Champion Windows of Boston



65 Shawmut Rd, Suite 3
Boston, MA 02021
(508) 232-6156

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Boston in Brockton, MA; Stoughton, MA; Marlboro, MA; Quincy, MA; Randolph, MA; Braintree, MA; Weymouth, MA; Holbrook, MA; Lowell, MA; Albion, RI; and 285 other cities in Massachusetts, Rhode Island, New Hampshire and Maine.

In this report, Champion Windows of Boston has published a summary of the customer feedback they've received since they joined GuildQuality in February 2012. In that time, 587 out of 1,185 customers (50%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

REVIEW

Richard M.
Foster, RI
Apr 30, 2019



The installers took their time and did a professional job. The job site was clean and all of the old material was taken away. I was very pleased.

REVIEW

Kate R.
Brookline, MA
Mar 12, 2019



Knowledgeable, competitive pricing. The installation happened a whole month prior to the original scheduled date. Very satisfied.

REVIEW

Diggs S.
Dorchester, MA
Feb 20, 2019



They were extremely professional, timely, and very efficient with the work. They cleaned everything up when they were done.

REVIEW

Tom B.
Halifax, MA
Feb 06, 2019



The installation guys did a good job, and in the end we are happy with the siding and gutters, but the entire experience was a trial of managerial incompetence. Our job didn't get started until almost two months after the initial date we were given. The color we chose was a special order color, which...

REVIEW

Porshia F.
Brockton, MA
Jan 24, 2019



They were awesome. It was flawless from the beginning.

REVIEW

Laura P.
Brockton, MA
Jan 08, 2019



They were beyond professional, and probably the best contractor I've ever dealt with.

Champion Windows of Boston

REVIEW

James D.
Woburn, MA
Nov 13, 2018



This is the second time my wife and I have purchased a champion product and installation. The reason we called for windows as we had a four season room added and we use it daily. We are completely satisfied with the quality of material and workmanship. Keep up the good work.

COMMENT

Additional Comment
Nov 01, 2018

Charles Ryan had a great demeanor. He was very personable, and easy to talk to.

COMMENT

Additional Comment
Nov 01, 2018

My living room looks very good, and the windows look very nice, clean, and new. They will make a big difference when it starts getting cold.

REVIEW

Heather R.
Dorchester, MA
Nov 01, 2018



Charles Ryan was very cooperative with my financial needs and any of my concerns. Champion Windows' financing options were very helpful. They had a great interest rate, and they gave me a great price for the work done.

REVIEW

Sean T.
Wrentham, MA
Oct 31, 2018



Although the space looks beautiful (we added a four season with gable roof and deck) the experience and number of issues encountered during the process was in our opinion not worth the end result or money spent.- Timeline of work was 3x as long as communicated by installers- Space was left with debris...

COMMENT

Additional Comment
Oct 30, 2018

The Installation Crew

COMMENT

Additional Comment
Oct 18, 2018

Job well done. If I need them again, I will call them back.

COMMENT

Additional Comment
Oct 18, 2018

The windows are perfect. I am most satisfied with the quality and engineering of the windows.



65 Shawmut Rd, Suite 3
Boston , MA 02021
(508) 232-6156

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Boston in Brockton, MA; Stoughton, MA; Marlboro, MA; Quincy, MA; Randolph, MA; Braintree, MA; Weymouth, MA; Holbrook, MA; Lowell, MA; Albion, RI; and 285 other cities in Massachusetts, Rhode Island, New Hampshire and Maine.

In this report, Champion Windows of Boston has published a summary of the customer feedback they've received since they joined GuildQuality in February 2012. In that time, 587 out of 1,185 customers (50%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Champion Windows of Boston



COMMENT
Additional Comment
Oct 05, 2018

David C., our sales person and Luis, our installer.

COMMENT
Additional Comment
Oct 05, 2018

It was really the insulated quality of these replacement window that sold us. To know that this winter I'll be buying less heating oil and staying warmer makes this purchase something we probably should have done years ago.

REVIEW
Marianne V.
Dover, MA
Oct 05, 2018
★★★★★

I can't believe how quiet and warm my home is now. No more drafts or cold windows.

REVIEW
Jackie C.
Cranston, RI
Oct 02, 2018
★★★★★

Not only did the installers cause damage to my newly painted wall, they installed the wrong windows and now refuse to correct the problem. Do not deal with the 'District Manager' John Snavely. He is a liar. He offered to correct half of his mistake "as a courtesy" but lied about the rest. These...

COMMENT
Additional Comment
Sep 25, 2018

John Snavely

COMMENT
Additional Comment
Sep 25, 2018

John Snavely is terrific! We're also very pleased with the quality of the windows and how well they operate.

COMMENT
Additional Comment
Sep 18, 2018

We are so pleased with everyone we dealt with at Champion. Such good people, all of them!

COMMENT
Additional Comment
Sep 18, 2018

Not just one person ! Luiz did a fantastic job on our windows. Luis told us that he would do whatever we would like. Tony came multiple times to make sure we were satisfied with everything. Honestly, I don't think a better job could have been done by anyone.

65 Shawmut Rd, Suite 3
Boston, MA 02021
(508) 232-6156

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Boston in Brockton, MA; Stoughton, MA; Marlboro, MA; Quincy, MA; Randolph, MA; Braintree, MA; Weymouth, MA; Holbrook, MA; Lowell, MA; Albion, RI; and 285 other cities in Massachusetts, Rhode Island, New Hampshire and Maine.

In this report, Champion Windows of Boston has published a summary of the customer feedback they've received since they joined GuildQuality in February 2012. In that time, 587 out of 1,185 customers (50%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Champion Windows of Boston



65 Shawmut Rd, Suite 3
Boston , MA 02021
(508) 232-6156

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Boston in Brockton, MA; Stoughton, MA; Marlboro, MA; Quincy, MA; Randolph, MA; Braintree, MA; Weymouth, MA; Holbrook, MA; Lowell, MA; Albion, RI; and 285 other cities in Massachusetts, Rhode Island, New Hampshire and Maine.

In this report, Champion Windows of Boston has published a summary of the customer feedback they've received since they joined GuildQuality in February 2012. In that time, 587 out of 1,185 customers (50%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT
Additional Comment
Sep 18, 2018

Tony kept in contact with us throughout the whole process and couldn't have been nicer.

COMMENT
Additional Comment
Sep 18, 2018

Not at this time. However, we have had many neighbors amazed at the efficiency of both teams.

REVIEW
James C.
Whitman, MA
Sep 18, 2018
★★★★★

From start to finish everyone was terrific. The installation crew was so efficient. We could not believe how hard they worked in 90 degree temperatures! Neighbors were in awe of them! Your workers are a great advertisement for your company. Hope you really appreciate them!

COMMENT
Additional Comment
Sep 09, 2018

Chuck was great to deal with. Called him a few times and was very helpful. Luis and partner were great. John always returned my calls and was helpful too.

COMMENT
Additional Comment
Aug 31, 2018

I would like to recognize the entire staff for their exceptional service. They followed up by checking to see that everything had been taking care of.