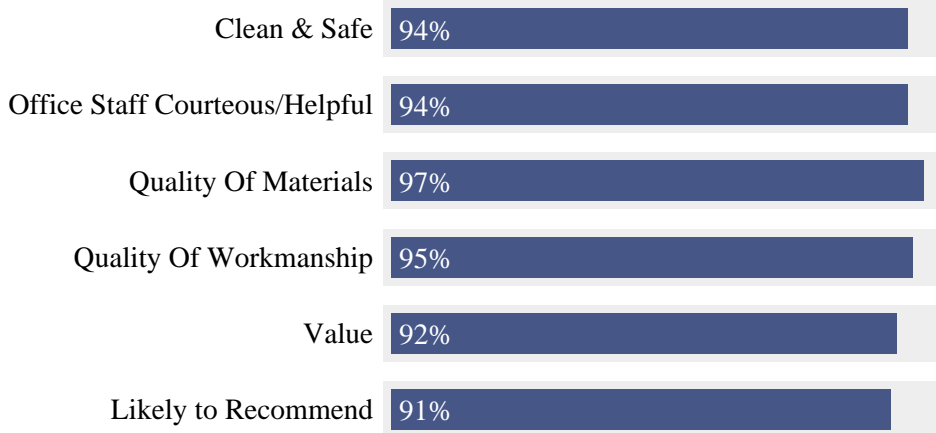


CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Chattanooga

Customer Feedback Summary

Of 2,006 customers surveyed, 1,210 responded



3902 Volunteer Dr.
Chattanooga , TN 37416
(423) 933-1006

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Chattanooga in Chattanooga, TN; Hixson, TN; Ooltewah, TN; Soddy Daisy, TN; Cleveland, TN; Ringgold, GA; Knoxville, TN; Signal Mountain, TN; Harrison, TN; Dalton, GA; and 162 other cities in Georgia, Tennessee, North Carolina and Alabama.

In this report, Champion Windows of Chattanooga has published a summary of the customer feedback they've received since they joined GuildQuality in January 2012. In that time, 1,210 out of 2,006 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Recent Reviews & Published Comments

- COMMENT
Additional Comment
May 22, 2019
Logan helped in this area.
- COMMENT
Additional Comment
May 22, 2019
It was a little expensive.
- COMMENT
Additional Comment
May 22, 2019
I did not really deal with the office staff.
- COMMENT
Additional Comment
May 22, 2019
I didn't have any issues.
- COMMENT
Additional Comment
May 22, 2019
The installer and the salesperson were great.
- COMMENT
Additional Comment
May 22, 2019
Everything went well. It seems to be of good quality, was completed on time, and was done well.

CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Chattanooga

COMMENT
Additional Comment
May 13, 2019

Everyone I worked with did a really great job. They explained the process to me and followed through on what they said they would do.

COMMENT
Additional Comment
May 13, 2019

The price of the windows was a little too high.

COMMENT
Additional Comment
May 13, 2019

I love the quality of the windows.

COMMENT
Additional Comment
May 09, 2019

The installers were good.

COMMENT
Additional Comment
May 09, 2019

The guy was knowledgeable. They were thoughtful and kind when putting it up, and they knew what they were doing.

COMMENT
Additional Comment
May 09, 2019

Well, I think the salesman who came out from Champion Windows of Chattanooga to discuss the matter with us was excellent, and I also think the installation crew that came out, who I believe are subcontractors did an excellent job. They addressed all the questions and concerns we had during the installation.

COMMENT
Additional Comment
May 09, 2019

I was most satisfied with the timeliness, professionalism, installation and also the quality of the products from my experience with Champion Windows of Chattanooga.

COMMENT
Additional Comment
May 09, 2019

The reason is this. We received numerous mail outs from Champion concerning specials being run with discounts being run upwards of 40-50% off on windows and that sort of thing. We had one of those that was fairly recent at the time this transaction occurred. We were told that the discount that we had...



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Champion Windows of Chattanooga

COMMENT
Additional Comment
May 09, 2019

They did a super job!

COMMENT
Additional Comment
May 09, 2019

I was most satisfied with the time amount that Champion Windows got the job done. They were very quick and were very courteous to us.

COMMENT
Additional Comment
May 08, 2019

Bryce, Robert, Elijah, and Ben were all great to work with.

COMMENT
Additional Comment
May 08, 2019

No complaints at this time

COMMENT
Additional Comment
May 08, 2019

Completely satisfied. From sales to installation, we could not be more please.

COMMENT
Additional Comment
May 08, 2019

Not at this time.

REVIEW
Nancy L.
Trenton, GA
May 08, 2019
★★★★★

Our salesman, Bryce was extremely helpful and patient during the quoting process. Robert was very accurate with the measurements and was effective answering any questions we had. Our installation crew - Elijah and Ben were the best.....excellent job with the install.

Comment from Champion Windows of Chattanooga
Thank you Mrs. Lindsey! it was a real pleasure working with you! Your project turned out amazing! Enjoy!

COMMENT
Additional Comment
May 01, 2019

I would like to recognize the installer Elija and his foreman for their exceptional service.

COMMENT
Additional Comment
May 01, 2019

I was most satisfied with their cleanliness, professionalism and the timely manner in which they got their job done.



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CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Chattanooga

COMMENT
Additional Comment
May 01, 2019

Not at this time. This new look is a surprise to the rest of our family when we have our reunion. Then we will have more referrals for you.

REVIEW
Ken S.
Georgetown, TN
May 01, 2019
★★★★★

Champion Windows did a great job. They showed up when they say they would and they give us a quality job well done. They do exactly what they say they will do, which is very rare in today's world.

Comment from Champion Windows of Chattanooga
Thank you for choosing Champion!

REVIEW
Carla S.
Hixson, TN
Apr 29, 2019
★★★★★

Amazing service. They have a wonderful staff and I couldn't ask for a better job. They showed quality workmanship.

REVIEW
DAVID M.
Harrison, TN
Apr 22, 2019
★★★★★

The salesman was great but you're really at the mercy of the installation crew they hire. After ordering windows and siding there are still parts of my house that weren't re-sided. Nobody from Champion actually checked on the installation crew or confirmed the work once completed.

REVIEW
Wanda G.
CLEVELAND, TN
Apr 19, 2019
★★★★★

Elijah and Ben were fantastic when assembling the sunroom. They were friendly and very professional. I would highly recommend them to anyone.

COMMENT
Additional Comment
Apr 11, 2019

I would like to recognize Dan Holloway, Chase, and Roy for their exceptional service.

COMMENT
Additional Comment
Apr 11, 2019

I was most satisfied with sales to installation. Everyone at CW was very impressive.



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