

CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Columbus, OH

REVIEW

Brandon R.
Columbus, OH
Dec 03, 2019



My wife and I had all of our front windows replaced by Champion Windows of Columbus, OH. We couldn't be happier with the quality of the products and professionalism of everyone involved. We will definitely be having the rest replaced soon.

REVIEW

William B.
Columbus, OH
Nov 14, 2019



We have had two projects completed by Champion and we could not be happier with the quality of the door and windows, the professionalism of everyone from the sales team to the installers, and the superb and timely installation!

REVIEW

Kelly N.
London, OH
Nov 12, 2019



They were awesome and nice. Anthony and Russ did a fantastic job.

REVIEW

Greg H.
Marysville, OH
Nov 10, 2019



Marlin showed up on time, was professional and listened to my concerns and requests for the replacement of our door. He suggested several options and alternatives and let me make my choices without trying to push me into the most expensive selections. The installation crew was prompt, focused and professional as well. They removed the old door, assessed repairs that needed to be made and completed those repairs before installing the new door ensuring a quality install.

REVIEW

Martha D.
Hilliard, OH
Oct 28, 2019



I had Champion come to my house for an estimate on siding. Alan was so informative about everything. He brought up things the other companies didn't. My hat of to Champion but most of all Alan.



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GUILDMEMBER SINCE 2012

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We have surveyed customers on behalf of Champion Windows of Columbus, OH in Columbus, OH; Westerville, OH; Grove City, OH; Hilliard, OH; Delaware, OH; Reynoldsburg, OH; Powell, OH; Dublin, OH; Pickerington, OH; Galloway, OH; and 156 other cities in Ohio and Ontario.

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REVIEW

Tonya S.
Marion, OH
Oct 28, 2019



Everything was done very well and the installers did a great job! I am pleased with Champion Windows of Columbus, OH.

REVIEW

Claudia E.
Howard, OH
Oct 28, 2019



I was well pleased with the quality windows, as ordered.

REVIEW

Emily A.
Prospect, OH
Oct 28, 2019



This company is a joke. We were promised no subcontractors and every single crew that messed up here said they were subcontractors. No one accepted ownership of the mistakes. Everyone blamed the next guy. Their lack of urgency, lack of customer service, and lack of completion has led me to many sleepless nights and extreme anger. I wanted to enjoy this room but every time I look at it I get pissed.

REVIEW

David E.
Galena, OH
Oct 18, 2019



The guys were really knowledgeable, friendly and surprisingly quiet. I had a good experience with the installation.

REVIEW

William F.
Cardington, OH
Oct 18, 2019



The product is a great value, and the service was great.

REVIEW

Jen Y.
COLUMBUS, OH
Oct 18, 2019



I just wish it could've been a smooth process from start to finish. It started with a miscommunication between myself and Marlin and has snowballed from there. I don't have what I want and cannot get any help to get it fixed.



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REVIEW

James L.
Westerville, OH
Oct 10, 2019



If you know what is good for you do not buy
Champion Windows.

REVIEW

Becky L.
Galena, OH
Oct 10, 2019



Everything started out great. March 28th. Salesman was on time and very professional. Told us it usually takes 12 weeks, but should be 3-4 weeks. I told him we needed it done by July 4th. He said no problem. Well that 3-4 weeks turned into 13 weeks! Everytime I called to check on dates, I was given the runaround. Not in yet, wrong color came in, truck damaged it, etc. Finally on Friday June 28th we got started. The crew consisted of 2 men, and they came from Dayton! Took them 4 days to finish. I did feel sorry for them having to drive all that way everyday. They were great. After they left, I started looking at the awning and noticed a dent in one beam. Champion came, he had only been working there for 3 weeks, to get a final inspection and payment when I told him about the dent. Refused to give final payment until it was fixed. Well, good thing I did, because they didn't fix it until August 28th!! If I had paid them they probably would never have come back! This place needs skilled workers in all areas where they have offices. Bad experience.

REVIEW

Tammy W.
Cardington, OH
Sep 10, 2019



Don't trust the salesman. They are a bunch of liars. I still have rotten wood under my windows.



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REVIEW

Donna P.
Orient, OH
Aug 13, 2019



Do not pay your final payment until you are totally satisfied that the work was done properly because you pay half when you order the work done, and then you pay the other half when the work is done. Do not pay that other half until the work is totally completed properly. The installation guys told me not to use my front door, to allow the glue to dry and I didn't so I wasn't aware of the issues. They did tell me that the wrong screen door bottom was put on, and I thought someone else would be coming out to fix that, and I didn't hear anything for a week. Finally, I called Champion and told them about the problem. They scheduled and sent out a repair guy that took pictures. They lied, the screen door was put in incorrectly.

REVIEW

Lamont C.
Columbus, OH
Jul 26, 2019



Everything went great. We will use them again in the future.

REVIEW

Jeff A.
Bellefontaine, OH
Jul 22, 2019



I was a bit skeptical at first about the entire process. Always felt that these companies were sketchy. However, after I met with them the first time, I realized that I was wrong. Everyone was professional, the installation was performed perfectly. I would recommend them to anyone!

REVIEW

Elizabeth F.
GROVEPORT, OH
Jun 17, 2019



Very high quality products. EXCELLENT craftsmanship and professionalism from the installation crew. Finished job exceeded expectations.



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REVIEW
Karrell Y.
Delaware, OH
Jun 09, 2019
★★★★★

Installation of 14 windows and 2 sliding doors April 23 & 24, 2019. Numerous issues during and after install. Window adjustments, window screens and sliding door screen issues not fixed or not corrected after several attempts as of June 9, 2019. Irritating issues not corrected as of June 9, 2019: Mosquitoes are coming in bowed window screens. Slider screen door continues to fall out and screen fabric pops out. Window Handles pop off. Clunking noise when cranking 2 windows closed. Sash repair broken from May 5, 2019 replacing 2 windows that were made wrong.

REVIEW
Shaun M.
Lancaster, OH
May 28, 2019
★★★★★

I can't complain about anything. Everyone was really helpful and friendly. It was a good quality window.

REVIEW
Dale D.
Westerville, OH
May 28, 2019
★★★★★

The only thing I didn't like was that when Nicholas was here, he spent a lot of time talking about the competition. You don't have to do that when you have a good product.

REVIEW
DESSIE Y.
Groe City, OH
May 19, 2019
★★★★★

I have had a patio door replaced and 4 windows. So far, I am satisfied with the results and materials. In both projects, the crew was very experienced and courteous. They answered all questions and concerns I had.

REVIEW
GREG M.
Columbus, OH
Apr 30, 2019
★★★★★

Great windows, fast installation, good communication



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REVIEW

Barbara P.
REYNOLDSBURG,
OH
Apr 20, 2019
★★★★★

Beware , do not trust your ideas will be understood and addressed. If you only want a cookie cutter room you might be okay - I can not address the quality of the mass built rooms. Our experience was painful; emotionally and financially.

REVIEW

TAMMY C.
NEWARK, OH
Apr 18, 2019
★★★★★

My project was done on a very rainy day when it should not have been. The work area had lead paint from my windows which was not taken care of in the proper way. I ended up cleaning it up ss well as the dust and wood pieces from windows. My carpet was tracked with mud from the workers and never have they tried to compensate me for it nor have they cleaned it. The outside still has pieces from the old windows on the ground and all my garden bricks are all pushed out of place and have never been fixed by champion windows . I had to have someone come back to caulk the windows in the right way. lastly they pushed the windows in so hard that they popped my molding on the inside out and they had to return to fix that. You can reach no one on their phone lines and trying to reach the CEO;s office is impossible. I love my windows but that is all i can say good about this company till they do right by me.

REVIEW

SUSAN K.
Westerville, OH
Apr 16, 2019
★★★★★

I am very pleased with what they did. I'm very happy.



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PHILLIP B.
Mount Gilead, OH
Apr 10, 2019



WE ARE SO PLEASED WITH THE WINDOWS. THE HOUSE WAS BUILT IN 1900 AND HAD THE ORIGINAL WINDOWS STILL IN IT. WE COULD TELL THE DIFFERENCE RIGHT AFTER THEY WERE PUT IN. WHEN IT GETS A LITTLE WARMER IT WILL BE SO NICE TO BE ABLE TO OPEN THE DINING ROOM WINDOWS. AT THIS TIME WE ONLY HAD 5 WINDOWS INSTALLED. SO HOPEFULLY BEFORE WINTER COMES AGAIN WE CAN HAVE THE OTHER 9 DONE. ALL OF THE GUYS WERE VERY PROF. AND ANSWERED ANY QUESTIONS WE HAD. THE QUALITY OF THE WINDOWS ARE GREAT AND EASY TO OPEN AND CLEAN.

REVIEW

Emily M.
WESTERVILLE, OH
Mar 04, 2019



Champion went above and beyond! Everyone was great from start to finish. Nick with the sales team explained everything very well and Chad with the install team was amazing! Thanks guys!



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