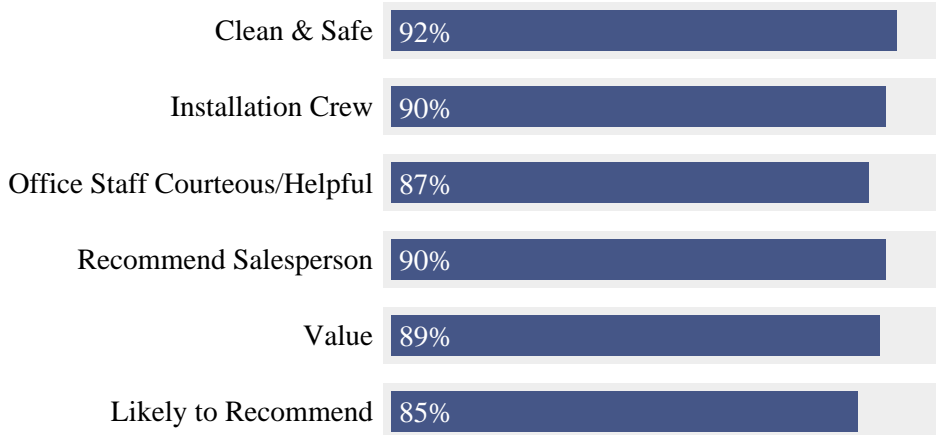


CUSTOMER FEEDBACK REPORT *for*  
**Champion Windows of Nashville**



## Customer Feedback Summary

Of 959 customers surveyed, 558 responded



5780 Crossings Blvd  
Antioch , TN 37013  
(615) 751-5166

### GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Nashville in Nashville, TN; Antioch, TN; Murfreesboro, TN; Franklin, TN; Brentwood, TN; Clarksville, TN; Smyrna, TN; Hermitage, TN; Hendersonville, TN; Mt. Juliet, TN; and 96 other cities in Tennessee and Kentucky.

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## Recent Reviews & Published Comments

### REVIEW

Judy B.  
Franklin, TN  
Jul 24, 2017



We had Champion siding put on about 20 years ago and it was wonderful. We think the windows will be the same!

### REVIEW

Tom N.  
NASHVILLE, TN  
May 08, 2017



The quality of the product and installation met our expectations. The failure of the installation team to arrive on the date promised at the time promised or to accommodate us by installation on the following day - a Saturday - was disappointing. As a result, we had to carve out our schedule the following...

### REVIEW

Donor B.  
Nashville, TN  
Feb 21, 2017



My NIGHTMARE began Sept.22,2016. Two months later,I had not received shutters. Contacted finance company,GreenSky, regarding paying for product not received;6-9 weeks was time frame. I spoke with Keith,Todd,Erin, all in Nashville.Was given name,Summer, & number for Cincinnati,OHIO where shutters are...

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REVIEW

Jean B.  
Franklin, TN  
Feb 16, 2017



The locking mechanism on our sliding door needed replacement. The first time the repair person came out he brought the wrong handle. He said the handle on our door was not a Champion design and they did not have a replacement. After much discussion, there was agreement to research the make/model and...

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REVIEW

Hayden F.  
Pleasant View, TN  
Feb 02, 2017



Outstanding job.

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REVIEW

David P.  
Lebanon, TN  
Jan 30, 2017



Everything they performed was great. There were two or three issues they were going to come back and resolve, but I have yet to hear back from them about resolving the issues. Other than that they have been great.

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REVIEW

Rick L.  
Nashville, TN  
Jan 02, 2017



My installation was on November 18 and 19. The screen door on my new door was very bent and defective. Installer said Champion would deliver me a replacement. It is January 2, six weeks later, and I have not had my screen door delivered or received any follow-up with Champion.

REVIEW

Dale R.  
Paris, TN  
Dec 17, 2016



Windows are great, installation was very professional, installers knew their job and all 8 windows installed in one day. One screen needs to be replaced and after two attempts to have this repair completed, it is still not done. This has been several weeks. Champion windows follow up, for me, has been totally zero !!

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REVIEW

Kyle R.  
Old Hickory, TN  
Nov 18, 2016



The initial meeting with Champion was great. The salesperson was very helpful and informative. I was not pleased at all when the installers came to install the windows and found out all of the measurements were incorrect. I'm not sure how that happens. I had waited 7 weeks, had taken the day off from...

REVIEW

Margaret M.  
Antioch, TN  
Nov 09, 2016



This is the second time I've used them, so obviously I was happy the first time around! Their work is the top and the price is good, too.

REVIEW

Hugh T.  
Hendersonville, TN  
Nov 02, 2016



They have done my doors and windows. They now have done my roof. I probably will have more work done and they are the first people I would go to.

REVIEW

Anne D.  
Franklin, TN  
Oct 28, 2016



The installation went very very smoothly with Jeff. Very professional and done right the first time. David was new - so he really didn't know everything yet and there were a couple of hiccups.

REVIEW

Lisa A.  
Murfreesboro, TN  
Sep 23, 2016



The installation was fine, the crew was awesome, and the salesman was very nice and productive. However, the office staff didn't have anything in the system for the electric company to verify that we got new windows in.

REVIEW

Tondra M.  
Goodlettsville, TN  
Sep 20, 2016



I think they are a wonderful company. They have done all my windows, siding, front porch and back porch. I am very happy with all of the work they have completed for me.

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REVIEW

Shirley S.  
Antioch, TN  
Sep 13, 2016



We have dealt with Champion Windows previously and they always complete a good job which is why we keep repeating service.

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REVIEW

John S.  
Brentwood, TN  
Aug 31, 2016



I am very satisfied with the work and the product that I have.

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REVIEW

Nancy P.  
Nashville, TN  
Jul 22, 2016



Worker's were professional and did a great job.

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REVIEW

Jim S.  
Smyrna, TN  
Jul 15, 2016



I love my windows! It's making a difference already with my air-conditioning, and noise blocking. I highly recommend Champion Windows.

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REVIEW

Brenda O.  
Springfield, TN  
Jul 07, 2016



We are enjoying our windows.

REVIEW

Michael B.  
Murfreesboro, TN  
Jun 30, 2016



They were short-handed so it took a couple weeks longer than anticipated, but I understood that they were short-handed. They did an excellent job!

REVIEW

Maureen D.  
Old Hickory, TN  
Jun 17, 2016



I'll be using them again!

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REVIEW

Richard C.  
Antioch, TN  
Jun 16, 2016



Champion Windows was easy and wonderful to work with on this project.

REVIEW

Tom B.  
Mount Juliet, TN  
Jun 13, 2016



The product and installation was fine. However, the scheduling was a big issue.

REVIEW

Jim D.  
Dover, TN  
Jun 01, 2016



I'm a repeat customer and I'm very satisfied with their services.

REVIEW

Don H.  
Franklin, TN  
May 27, 2016



I am satisfied with the product and how it looks. If they would have shipped the correct product the first time, and did not screw up the lock, then they would have gotten all of the highest ratings. The subcontractors also lied about coming out in a timely manner. Champion sold us a product, then had...

REVIEW

Melvin J.  
Antioch, TN  
May 17, 2016



All of the Champion Window personnel were outstanding. I would recommend them not only to my friends and family but to everyone.

REVIEW

Walter S.  
Antioch, TN  
May 03, 2016



Just everybody at the Champion office was very helpful and courteous. I mostly dealt with Julie.

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REVIEW

Lisa C.  
Smyrna, TN  
Feb 17, 2016



The salesman was courteous and knowledgeable. The installers were very clean, nice, and did an excellent job. They did not disrupt my household in any way whatsoever over the course of the project.

REVIEW

John C.  
Antioch, TN  
Jan 14, 2016



Champion Windows has quality material and workmanship.

REVIEW

Prisciliano R.  
Hermitage, TN  
Dec 19, 2015



I am an old customer who has used Champion many times. When I need work done, I call Champion Windows.

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