

CUSTOMER FEEDBACK REPORT *for*
Champion Windows of Salt Lake City

REVIEW

Mark R.
Layton, UT
Feb 04, 2020



They provided quality work and it was done on time.

REVIEW

Cheryl T.
North Salt Lake, UT
Feb 04, 2020



Our siding purchase was poorly handled. The time table of 6-8 weeks out was untrue. They underestimated the amount of siding needed and forgot to order the drain pipes. They have very poor communication skills and don't call you back. My husband had to go to their office numerous times to find out what was going on. Two of their employees told us the job would take two days...they dragged it out two months and still owe us a door wrap. Although we are a repeat customer...bought windows on our previous home, I would never use them again or recommend them to anyone.

REVIEW

Chris D.
Salt Lake City, UT
Jan 18, 2020



Overall this was an excellent experience with quality products and service. My only complaint is that our bathroom window was not correct. It got entered on the order incorrectly and no one seemed able or willing to replace the sash with the correct one. It's not the end of the world but it would have been nice if that were corrected for us.

REVIEW

SCOTT P.
Provo, UT
Dec 16, 2019



We love our new windows - they make a huge difference in the appearance of our home. The selection process was made easy, and the installation was done quickly. We are very satisfied!



3284 W 2100 South, Suite
A
Salt Lake City , UT 84119
(801) 683-0493

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Champion Windows of Salt Lake City in Salt Lake City, UT; Sandy, UT; West Valley City, UT; West Jordan, UT; Layton, UT; Ogden, UT; Taylorsville, UT; Murray, UT; Riverton, UT; South Jordan, UT; and 106 other cities in Utah, Wyoming and Nevada.

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REVIEW
KAY W.
Ogden, UT
Dec 15, 2019
★★★★★

Pleased with my new windows and doors; although, the measurements taken were wrong and had to re-order both one window and my front door. Both times a rush was put on them and the rushed re-order took two weeks longer than the original order, go figure. When I called about them the scheduler was quite abrupt with me. So other than the problems I had with the scheduler and the individual who took the measurements, I would recommend Champion.

REVIEW
JANICE H.
Salt Lake City, UT
Dec 13, 2019
★★★★★

Appreciated all the members of the Champion team. Michael who installed the windows worked so hard. He and Archie were very polite and moved their operation site outside the condo area at a request of a neighbor. When I had questions, Mark was always there to assist. My contractor stated that Mark knew his business and I should feel secure wording with Mark.

REVIEW
Jeffrey E.
Hooper, UT
Dec 04, 2019
★★★★★

They were timely and have quality windows.

REVIEW
Dan T.
Roy, UT
Nov 21, 2019
★★★★★

It was a very pleasant experience from start to end. I did not feel like I needed to call other places. They were right in the money and my budget. It was fantastic and we are happy with our windows.

REVIEW
Tommy P.
Riverton, UT
Nov 08, 2019
★★★★★

Extremely courteous and highly qualified professionals who did highly quality work in a timely manner.



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REVIEW

Jacob J.
Tooele, UT
Oct 10, 2019



I was most satisfied with the speed of the install.

REVIEW

Darren H.
American Fork, UT
Sep 14, 2019



Fabulous windows!! I can tell they are well made and will last a lifetime. I am very happy with my windows!

REVIEW

Lisa M.
Ogden, UT
Sep 14, 2019



Champion windows replaced my contractor slider windows with custom double hung windows. They look beautiful and they're easy to clean. I also had the contractor patio door replaced and it definitely keeps the heat from coming through.

REVIEW

Judy W.
Salt Lake City, UT
Sep 10, 2019



Overall we are very pleased with the install and look of the windows.

REVIEW

Ernest F.
Salt Lake City, UT
Aug 05, 2019



The installer did it all himself and I was so impressed. All seven 1955 windows were removed as cleanly as possible since they required him to break the glass first due to the steel frame. One of the new windows was broken on arrival and he already ordered a replacement for us. We are waiting to hear back about an issue with another product our installer is discussing with his manager.

REVIEW

MARK V.
West Jordan, UT
Aug 01, 2019



Mike the installer was good. He did a great job, was fast and was considerate of our home. He also cleaned up very well when he was finished, we were impressed.



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REVIEW

Rick R.
Sandy, UT
Jul 12, 2019
★★★★★

Windows came in sooner than we expected. The Installation crew was helpful clean and finished sooner than was quoted. Ain the office has always been great to talk to and help with any problems that may occure in scheduling or billing.. THANK YOU ALLISON!!! (from your personal pest.)

REVIEW

Robert G.
Sandy, UT
Jul 11, 2019
★★★★★

They did any excellent job.They were on time and I'm happy!

REVIEW

Don C.
West Jordan, UT
Jul 10, 2019
★★★★★

I just think they're fantastic individuals to work with. The quality of their workmanship is extremely good. We don't have any complaints.

REVIEW

Brett S.
Salt Lake City, UT
Jul 09, 2019
★★★★★

I felt like the plywood they put down was not tight and had several gaps between the pieces. They didn't use tape to fill seams on the moister barrier and installation foam. The fact that they had to come out and redo some things that were done from day one like garage was upsetting. The size of the mounting blocks on the light fixtures are super small and I can't find anything to fit those boxes.

REVIEW

Natalie S.
Salt Lake City, UT
May 21, 2019
★★★★★

Windows are expensive... they took forever to get installed but they look good.

REVIEW

Cindy Q.
Harrisville, UT
Apr 30, 2019
★★★★★

Champion Windows did a great job and the windows are beautiful.



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REVIEW

Karen W.
Sandy, UT
Apr 11, 2019



Champion Windows exceeded our expectations.

REVIEW

STACEY S.
Evanston, WY
Apr 11, 2019



They went above and beyond, and they repaired everything that needed to be repaired. They did a great job. The salesman was wonderful!

REVIEW

Jay B.
Payson, UT
Apr 06, 2019



They were great--great product for the price. You definitely get what you pay for. This isn't my first set of windows I've had for this company, and I've liked both sets.

REVIEW

Justin E.
Clearfield, UT
Feb 05, 2019



I was very impressed with the quality of window. The salesperson was friendly and knowledgeable about the windows. I was disappointed in the time it took for this project. We had uniquely shaped windows. I knew these would take a little more time. However, it took them two months longer than originally promised. After the install crew installed he first window they found that the other two windows were built to the wrong sizes. It took about another two months to build and install the windows. Overall, Champion had difficulties managing this project and the lack of communication only added to our stress and frustration with the project. The windows are very nice. I hope you have a better experience than we did.



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REVIEW

Kent A.
Logan, UT
Jan 22, 2019



They seem to be pretty good quality, nice material windows. I am happy with them.

REVIEW

Jim C.
Salt Lake City, UT
Jan 16, 2019



Champion Windows sales and work crew were great!

REVIEW

Toni B.
Cedar Hills, UT
Nov 13, 2018



I was very pleased with the quality of the siding, the beauty of it , and the very professional and expert installation.

REVIEW

Kenneth T.
Salt Lake City, UT
Oct 04, 2018



I got 3 bids, and what sold me in going with Champion was the quality, and dealing with Andy.



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Tiffany W.
Salt Lake City, UT
Oct 04, 2018



We are so pleased with our new windows!!! Our house is quieter, it doesn't heat up near as much in the afternoon sun, and the windows just look so much better than the old, beat up aluminum ones. We very much enjoyed our meeting with Andy, our sales rep, who was happy to answer any/all questions we had and made sure we understood exactly how our window pricing was calculated. We were leaving town two days later for a week so Mike, the installation manager, made a point to get our windows measured before we left so as not to delay our order. He told us they were currently taking 6-7 weeks for production/shipping, and sure enough, as soon we hit the 6-week mark, we got a call stating our windows had arrived and they were ready to schedule installation. Dale, our installer, did a great job. Installation did wind up taking a couple days longer than expected, but in Dale's defense, it's not his fault our house has a bunch of small basement window wells and curved brick. The outside trim work was just slow going and he made sure it looked good and was done right. He was neat, professional, and just an all around nice guy. After one of our larger living room windows was installed we discovered there were some small defects on the inside of the glass that were missed in the factory inspection, and a replacement window has been ordered, as well as for one bathroom window where the handle got dinged during transport. So far, Champion has definitely stood by their quality guarantee and we'd be happy to recommend them to friends and family.



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