

## CUSTOMER FEEDBACK REPORT *for* Renewal by Andersen of Orange County



### REVIEW

Keith G.  
MURRIETA, CA  
Jul 26, 2019



Installers Bernardo and Julio did terrific work installing our gliding patio door. The door was slightly damaged during shipping from the factory (hex nut head imprints on the frame); they advised me of this before the installation, called their supervisor, and Anderson offered to replace the door at no charge. Rather than delay the installation, they offered to repair the defect by covering it with wood moulding, which was a satisfying solution. Overall great customer service and professional installation.

22982 Alcalde Drive Suite  
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(949) 699-0684  
[www.dialonewindows.com](http://www.dialonewindows.com)

### GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, Renewal by Andersen of Orange County relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Renewal by Andersen of Orange County in Laguna Niguel, CA; Irvine, CA; Mission Viejo, CA; San Clemente, CA; Huntington Beach, CA; Lake Forest, CA; Laguna Hills, CA; Laguna Woods, CA; Rancho Santa Margarita, CA; Dana Point, CA; and 65 other cities in California.

### REVIEW

Kathleen H.  
Cypress, CA  
Dec 21, 2018



Don with Andersen was my window technician today. He arrived early which was great. Very courteous and professional. Also want to put in a good word for the scheduler, Erik (sic?). He has the best customer service demeanor. He made a point to follow up with a appointment reminder call and left a message that was easy to understand. Thanks and Happy Holidays to all the folks at Renewal by Andersen.

### REVIEW

Stan P.  
PLACENTIA, CA  
Dec 03, 2018



Bernardo and Valentin did an excellent job with the installation of 4 doors( including French doors). They were very professional and left the site very clean after they finished.

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### REVIEW

Laura H.  
Chino Hills, CA  
Sep 06, 2018



We had to have our French door replaced and Anderson was there to help us make our choice. From the beginning to the end of the process this company was very professional and always on top of every detail especially Jacqueline in the office. Our installers Jesus and Fidel worked tirelessly through the day and completed our job within the timeframe they had given us. They helped us put our blinds back up after the job was complete. The doorframe had to be painted after the job and Frank D. got the painting done neatly and in good time. Workers from Anderson were all very professional and courteous. We would definitely use them again.

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### REVIEW

Suzanne D.  
Santa Ana, CA  
Mar 24, 2018



This is the second home Renewal by Andersen Windows have been installed, Colorado and now California. That should say it all. Repeat customer, so love these windows. The entire process from purchase to install to final paint and touch up services, perfect. And The follow ups from customer care specialist.

### REVIEW

Adelle Y.  
Irvine, CA  
Dec 04, 2017



The employees were incredibly polite, on time and very thoughtful. I appreciated their positive attitude about their work. They love their work.

### REVIEW

Joanne F.  
Laguna Niguel, CA  
May 11, 2017



It was first class service in every way.

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### REVIEW

Dave F.  
San Clemente, CA  
Aug 17, 2016



I found the whole staff extremely professional and their customer service beyond a 100%. I paid slightly more but, the quality showed in the final product.

### REVIEW

Chris G.  
Laguna Niguel, CA  
Aug 15, 2016



The entire staff was always professional, excellent products and we are satisfied with the doors.

### REVIEW

Janel T.  
Orange, CA  
Feb 26, 2016



The workmanship on my new door was exceptional and the installation was clean, professional, done in a timely manner. The regularly scheduled touch-up following the installation was also extremely well done, and very effective. i will be returning to Renewal by Anderson for any future door or window needs.

### REVIEW

Kathleen K.  
Fullerton, CA  
Oct 20, 2015



Everything that they've done is great. Everything looks beautiful including the new doors they installed. I do not have any complaints.

### REVIEW

Jennifer M.  
Lake Forest, CA  
Oct 06, 2015



Overall, I am extremely satisfied and love the service and my new doors.

### REVIEW

James R.  
Costa Mesa, CA  
Aug 31, 2015



I really appreciate Omar's installation expertise and his fine craftsmanship. Renewal by Andersen did a great job.

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### REVIEW

Steven E.  
Missin Viejo, CA  
Aug 27, 2015



They did an excellent job and provided quality material. They are very friendly and have knowledgeable installers.

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### REVIEW

ART L.  
FULLERTON, CA  
May 31, 2015



Charlie Gindele was our salesman. I'm not familiar with Dave Stevens. Charlie explained everything to us and called several times to see if we were happy with the progress, even sent cookies that arrived before Mother's Day. I filled out a report and forgot to include his name, when he was the one responsible for the French Doors to begin with. Thanks again to everyone but especially Charlie.

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### REVIEW

Rick M.  
Mission Viejo, CA  
Mar 04, 2015



All my windows and exterior doors were purchased thru Renewal by Anderson and I am very satisfied with the workmanship and quality of the merchandise. Thank you Rick M

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### REVIEW

Susan D.  
Laguna Woods, CA  
Jan 02, 2015



The two installers were outstanding and were both good at their job. They were also very pleasant people to deal with.

### REVIEW

Harold B.  
Costa Mesa, CA  
Dec 12, 2014



Renewal by Anderson of Orange County is an exceptional organization. They provided us with quality products and the best customer service we have ever encountered.

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### REVIEW

Jeff F.  
San Clemente, CA  
Nov 17, 2014



We wanted a good quality dutch door that enhanced our view and stood up to the humidity by the beach. After meeting with the expert from Renewal by Andersen I was convinced they were the way to go. In terms of quality and value I couldn't resist. The people at R by A were 1st Class from day one to completion. The install was painless, professional and turnkey considering there was some demo. The door is stunning, better than expected and perfect in every way.

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### REVIEW

Jim S.  
Irvine, CA  
Oct 26, 2014



The quality of the door we purchased and its installation was excellent. We are very pleased with its look in our kitchen. The installers showed up at our house at the agreed upon day and time and were very professional. The cost for the door was quite a bit more than we had anticipated.

### REVIEW

Gerald G.  
Trabuco Canyon, CA  
Apr 20, 2014



We've now used Renewal by Andersen to replace our main sliding door and our front entry door. Both projects went extremely well from initial measuring to final installation and touch-ups. We feel we now have very high quality doors and have been able to tell a big difference in comparison to what was installed previously. We live in a sometimes high winds area and these two "custom" doors now make a big difference. We love these doors. Thank you to the Renewal by Andersen team.

### REVIEW

Susan C.  
Orange, CA  
Mar 04, 2014



The staff at Renewal by Andersen was excellent, professional, and very thorough. I am very happy with my french doors. They're absolutely beautiful. The process, from beginning to end, was seamless.

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**Renewal by Andersen of Orange County**



REVIEW

Jerry F.  
Irvine, CA  
Mar 04, 2014



We are thrilled with our door. It exceeded our expectations. Would recommend Renewal by Anderson to everyone. Their prices are competitive, work was done on a timely basis. All servicemen were on time- or early! Thorough professionals.

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REVIEW

A.D.N.  
Anaheim, CA  
Feb 19, 2014



Renewal by Andersen is always professional and performs work on time. We are already repeat customers and we would use Renewal by Andersen for our needs in the future.

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REVIEW

Mark M.  
Santa Ana, CA  
Jan 22, 2014



My overall experience is that it's a very good company but they apply pressure in order for you to purchase their products, the company is also expensive. I am satisfied with my door, however, if I knew the price prior, I would have looked elsewhere as opposed to paying 3 times more for my door.

REVIEW

Jeff W.  
Newport Coast, CA  
Jan 14, 2014



The company did an outstanding job with customer service and I highly recommend this company. The completed work alleviated a lot of stress and their customer service is extremely well. The insulation is much better in the installed room as well.

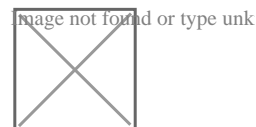
REVIEW

Jason G.  
San Clemente, CA  
Dec 28, 2013



I had them put in a new custom entry door for my home. The experience was fantastic. The price, quality, and customer service were top notch. Highly recommended!

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REVIEW

Henrietta S.  
Aliso Viejo, CA  
Dec 24, 2013



The company provides excellent service--on-time appointments, good estimates on how long the process will take, excellent workmen--polite, quiet as possible (no radios, no loud talking), know exactly how to install the product), great management with Charlie Gindele who makes things work smoothly.

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REVIEW

Randal L.  
Laguna Niguel, CA  
Nov 22, 2013



Having the need to replace the entry way door and having seen neighbors on my street use the services of Renewal by Andersen of Orange Country I asked my neighbors if they were happy about their experience they said yes. I contacted renewal by Andersen of Orange County and visited them. I selected the door that I liked and they proceeded they proceeded to do what they they said they would do and did it when and how they said they would do it, which is not always the consumer experience today. I would rate the renewal by Andersen at the top of my list and a business to which I would refer to others.

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REVIEW

Catherine B.  
Coto De Caza, CA  
Nov 04, 2013



Renewal by Anderson was very professional. They follow through with everything and don't walk away from the job until it is totally perfect. They are exceptional.