

CUSTOMER FEEDBACK REPORT *for*  
**Joyce Factory Direct - Pittsburgh**

REVIEW

Helga F.  
Pittsburgh, PA  
Nov 07, 2019



I was happy with the workmanship and how quickly they got the work done.

REVIEW

Zach S.  
Harmony, PA  
Nov 07, 2019



They're a very friendly company; they go above and beyond to suit your every need. Their workers come out quick and are very professional.

REVIEW

Debbie R.  
Coraopolis, PA  
Nov 06, 2019



Joyce, very professional. On time and very neat and clean. The installers were very knowledgeable. none

REVIEW

Ann B.  
Pittsburgh, PA  
Nov 05, 2019



Worst company I ever worked with. Office staff is the hardest to work with. I got hung up on because the customer service woman did no understand my question concerning bath planet. Calls do not get returned as promised ,. Run late on order.

REVIEW

Helen P.  
Irwin, PA  
Nov 05, 2019



They were very nice and professional. It's immaculate, they are great.

REVIEW

J.R.S.  
Fredericktown, PA  
Nov 05, 2019



I would highly recommend Joyce. They replaced two windows, an entry door, and converted a french door into a screen door. We will be using them again in the future.

REVIEW

Jean F.  
Pittsburgh, PA  
Oct 16, 2019



Very pleased with the quality of our new patio door; the installation team was awesome.



502 Thomson Park Dr  
Cranberry Twp , PA 16066  
(412) 229-5037

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Joyce Factory Direct - Pittsburgh relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Joyce Factory Direct - Pittsburgh in Pittsburgh, PA; Irwin, PA; Butler, PA; Monroeville, PA; Aliquippa, PA; Coraopolis, PA; Bethel Park, PA; Gibsonia, PA; Wexford, PA; Clairton, PA; and 77 other cities in Pennsylvania.

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REVIEW

Donna D.  
Pittsburgh, PA  
Oct 11, 2019



They were very efficient they brought the windows in, installed them and cleaned up everything. They were perfect.

REVIEW

Marianne H.  
Aliquippa, PA  
Oct 07, 2019



Overall, Joyce did a very good job. We like the end product and liked theirs' over other products we saw.

REVIEW

Joan W.  
Pittsburgh, PA  
Aug 06, 2019



I was very pleased with the workmanship.

REVIEW

Steve A.  
Canonsburg, PA  
Jul 23, 2019



The gentlemen that came out to do the work was very nice and professional and the work they did was probably more than we expected they did a great job!

REVIEW

Kevin H.  
Greensburg, PA  
Jun 19, 2019



Great job by Joyce Factory Direct!

REVIEW

Diane E.  
Pittsburgh, PA  
Jun 15, 2019



Very satisfied. It looks great.

REVIEW

R.D.R.  
Pittsburgh, PA  
Jun 11, 2019



This was my second time with them and I was very happy. They were professional, knowledgeable, and friendly.



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REVIEW

Yun L.  
Aliquippa, PA  
May 15, 2019  
★★★★★

My house was built almost 100 years ago and all windows are odd shape and hard to keep it clean from inside. I wasn't too happy with these windows, ever since I bought this house. I knew I had to replace them soon.

REVIEW

Shirley J.  
Pittsburgh, PA  
May 03, 2019  
★★★★★

I was very pleased with the windows. I am very likely to have them come back to do a door and windows on the back.

REVIEW

John C.  
Verona, PA  
Apr 21, 2019  
★★★★★

product is of a high quality and looks absolutely fantastic

REVIEW

Patricia L.  
Tarrs, PA  
Apr 18, 2019  
★★★★★

We were very happy with the job that was done. We are 100 percent satisfied with the whole project.

REVIEW

Marlene M.  
Pittsburgh, PA  
Mar 25, 2019  
★★★★★

The installer showed up and was very personable. He did a gut on the job which we were glad he did. We had no water issues and he proceeded through the process. He stayed a little later because the address on the order had my sons address. When Steve was telling us about the project there was nothing mentioned of my son's address. We had to give directions to our home and he stayed longer and finished it. He is excellent and very nice.

REVIEW

Michael H.  
Pittsburgh, PA  
Mar 20, 2019  
★★★★★

Excellent company. Very reliable and responsible workers.



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REVIEW

Diane S.  
Latrobe, PA  
Jan 10, 2019



Windows look great! Service was provided in a professional manner.

REVIEW

A.R.A.  
Georgetown, PA  
Dec 10, 2018



You can trust Joyce!

REVIEW

Cynthia Y.  
Pittsburgh, PA  
Dec 02, 2018



The sales man was very knowledgeable and professional. The installers/workers did a good job. However, the company left my windows partially installed, with large openings for rain and bees to enter into my brick walls from the outside for over a month!!! I am happy with my windows, and noticed that my home feels warmer. I do feel that a received a good product. The company has terrible customer service because of poor management.

REVIEW

Orville T.  
Aliquippa, PA  
Nov 06, 2018



I would use them again.

REVIEW

Jeffrey K.  
Glenshaw, PA  
Oct 23, 2018



Excellent company, excellent workmanship!

REVIEW

Barb Y.  
Carnegie, PA  
Aug 05, 2018



The only issue I had was that at 3 PM the day b/f the work was to be done, I had to call to ask what time to expect someone. I feel Joyce should have called us to say when the installer would arrive.

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REVIEW

James D.  
Irwin, PA  
Jul 17, 2018



The project was done as outlined and was done on time.the quality of work was excellent !

REVIEW

Chad L.  
Aliquippa, PA  
Jun 07, 2018



I was satisfied with the quality of the windows and the installation. I would recommend Joyce to anyone, and I have.

REVIEW

Sharon B.  
Irwin, PA  
Jun 06, 2018



I thought it took too long for them to do it.

REVIEW

Mike P.  
Greensburg, PA  
May 31, 2018



Everyone was very personal and knowledgeable.



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