

CUSTOMER FEEDBACK REPORT *for*
Next Door & Window



Customer Feedback Summary

Of 6,626 customers surveyed, 3,930 responded

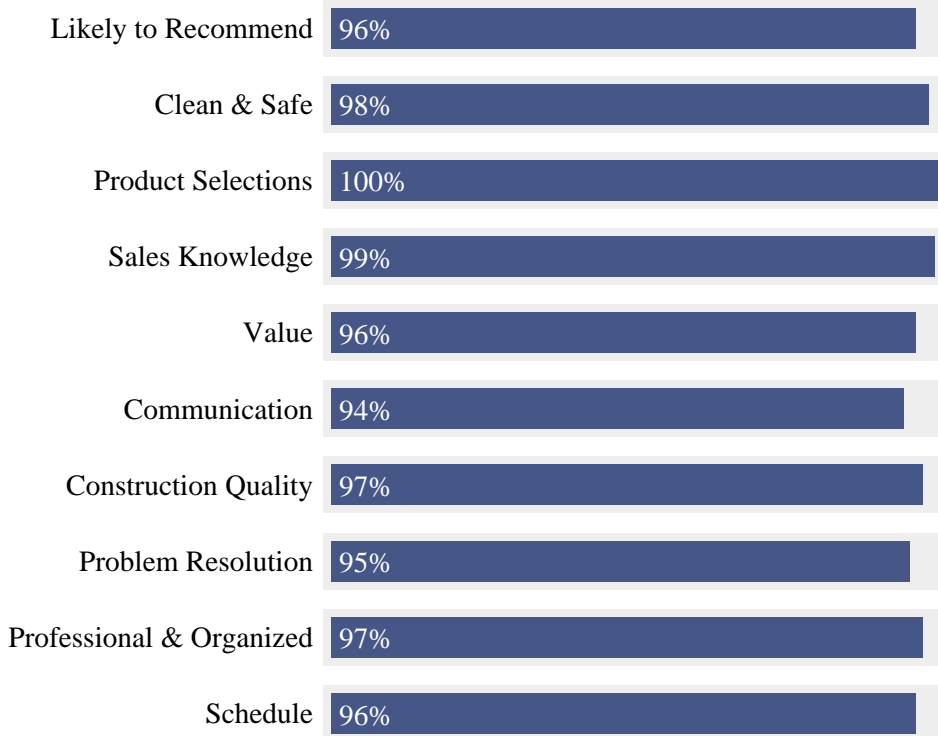
16W240 83rd St.
Burr Ridge , IL 60527
(630) 323-6398
www.nextdoorandwindow.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, Next Door & Window relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Next Door & Window in Naperville, IL; Aurora, IL; Downers Grove, IL; Wheaton, IL; Chicago, IL; Burr Ridge, IL; Orland Park, IL; Arlington Heights, IL; Plainfield, IL; Bolingbrook, IL; and 248 other cities in Illinois, Minnesota and Idaho.

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Recent Reviews & Published Comments

REVIEW

John C.
Hoffman Estates, IL
Feb 19, 2020



The crew was really professional and went above and beyond to complete the installation.

REVIEW

Lisa P.
Lemont, IL
Feb 17, 2020



Josh had great knowledge of the products. This is our second project with Next Door & Window. They were professional from the beginning to the end. I would highly recommend them and will continue to use them.

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REVIEW

Anil P.
Chicago, IL
Feb 16, 2020



Next Door was great all around. Great knowledge, communication, and skills! I highly recommend them.

REVIEW

Daniel B.
Chicago, IL
Feb 14, 2020



The three men who installed our two bay windows were complete pros. Very polite, efficient, and cleaned up everything when they left. It was impressive to watch!

REVIEW

Derek S.
Naperville, IL
Feb 11, 2020



I have used them 3 times, and I will use them again the next time I need work done.

REVIEW

Thom C.
Oak Park, IL
Feb 08, 2020



A very good product which was expertly installed. Much better than the competition.

REVIEW

Chris K.
Hinsdale, IL
Feb 06, 2020



They were very professional and they did a great job scheduling and communicating. The guys were very professional.

COMMENT

Additional Comment
Jan 30, 2020

The quality and look of the doors has exceeded my expectations. We're very delighted.

COMMENT

Additional Comment
Jan 30, 2020

I am very much satisfied with the quality of the installation and the cleanup.

REVIEW

John R.
Naperville, IL
Jan 30, 2020



Installation lacks final Quality Control Inspection of work done.

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REVIEW

Ann B.
Vernon Hills, IL
Jan 24, 2020



We had some rotted wood, and they had to do a lot of extra work when installing our door. They did a nice job. They stayed late to make sure they finished the project and I appreciated how they handled everything

REVIEW

Kim A.
Aurora, IL
Jan 23, 2020



Everything from the start of the project through installation was done in a very professional manner with a lot of expertise while installing the windows. I couldn't be happier with the whole process. I would definitely recommend for future projects.

REVIEW

Jamie K.
Naperville, IL
Jan 23, 2020



I give them 5 stars for everything they did. I had no complaints at all. I actually referred them to someone and they signed with the company yesterday.

REVIEW

Jeff A.
Mt Prospect, IL
Jan 17, 2020



Fantastic *****

REVIEW

Kim L.
Glen Ellyn, IL
Jan 14, 2020



The staff at Next Door & Window were incredibly professional. We were thrilled with the quality of work we received!

REVIEW

Beth C.
Lombard, IL
Jan 11, 2020



From start to finish, they were an excellent company.

REVIEW

Eileen O.
Arlington Heights, IL
Jan 10, 2020



We purchased 3 storm doors from NEXT. Very happy with the quality of these doors. The installation was expertly done by Mike. What a craftsman! No more drafts. Couldn't be more pleased.

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REVIEW

Jed D.
Naperville, IL
Jan 08, 2020
★★★★★

Amer was very knowledgeable with windows and glass. Explained in great detail with no pressure sales. We love our premium sunrise windows. The carpenters did a fantastic job installing and trimming out interior/exterior windows. The bedroom is 6 degrees warmer and retains heat. Compared to old windows. Example: With temps in the teens this am our room was 70. With old windows it was 64 and we would have to change thermostat to make it warmer.

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REVIEW

Don R.
Willowbrook, IL
Jan 05, 2020
★★★★★

Sales process was a snap. Installer worked diligently to get every detail done perfectly. Though after dark when work completed, cleanup was excellent.

COMMENT

Additional Comment
Dec 31, 2019

I have been telling everyone...I never knew new windows would make me so happy! My house is warmer and the windows look beautiful inside and outside.

COMMENT

Additional Comment
Dec 31, 2019

Communication. I was informed of every step by the time i placed the order. Mike G, sales person, was not pushy, and available for my many questions. Information. The photo album of actual photos was the most helpful in understanding the installation process. Installation. ND&W was not the lowest estimate I received, but felt the installation was going to be done correctly. The integrity of the installers is always my most concern, I feel the installers are masters in their field.

REVIEW

Nadine S.
Naperville, IL
Dec 31, 2019
★★★★★

The best professional window installers! Very pleased with the windows and the installation.

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REVIEW
Ted B.
Chicago, IL
Dec 30, 2019
★★★★★

We have used Next Door and Window for a number of years, and we are always pleased with their professionalism and their courteous service.

COMMENT
Additional Comment
Dec 27, 2019

The salesman was professional yet friendly, very helpful and never pushy.

REVIEW
David M.
Wheaton, IL
Dec 20, 2019
★★★★★

We are very satisfied with our new door, and it looks great!

REVIEW
Mary F.
Naperville, IL
Dec 20, 2019
★★★★★

Next Door and Window replaced a large 3-panel sliding glass door with transoms for us. It was one of the best experiences we have had with work done on our house, and I would have no hesitation to use them again if needed.

REVIEW
Marilyn C.
Darien, IL
Dec 20, 2019
★★★★★

Peter and Stephen came in in one day and installed all window in the back of the house. They started before 8 AM and were done at 5:30PM. This was in December which was important to do the job correctly and quickly. They installed the windows and finished them inside and out including washing all windows. They were hard workers and they new what they were doing. They cleaned up the area. They were very friendly and professional. They corrected the curved frame from a previous job. I highly recommend them as installers and Next Door and Windows.

REVIEW
Marcey R.
Chicago, IL
Dec 20, 2019
★★★★★

Excellent products and expert installation.

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REVIEW

Rich C.
Naperville, IL
Dec 18, 2019



The design services to develop the estimate were excellent. The windows are of high quality and the install crew is outstanding.

REVIEW

Michael M.
Woodridge, IL
Dec 18, 2019



The installation and quality of the materials were excellent. Post sales and pre-installation communication was constant. A door delivery situation was resolved immediately and professionally. I would definitely consider NEXT if I decide to replace our 1st floor windows.

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