

CUSTOMER FEEDBACK REPORT *for*
Next Door & Window



Customer Feedback Summary

Of 6,017 customers surveyed, 3,569 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; Plainfield, IL; Arlington Heights, IL; Bolingbrook, IL; and 239 other cities in Illinois and Idaho.

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Recent Reviews & Published Comments

REVIEW

Jim D.
Wheaton, IL
Aug 16, 2019



Excellent product; professional and friendly sales person and staff; professional and friendly installation team. A+ all around!

COMMENT

Additional Comment
Aug 15, 2019

I was satisfied with the communication throughout the project, the ease to meet with Gary in the beginning and also the follow-through and installation from start to finish. Great experience.

COMMENT

Additional Comment
Aug 15, 2019

A friend recommended them to me.

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REVIEW

Jennifer R.
Palatine, IL
Aug 14, 2019



What a great experience from purchasing to installation!

COMMENT

Additional Comment
Aug 14, 2019

The installers had all of the information they needed to do the job - I had to make no additional decisions when they showed up. This was important to us, given past experiences with other companies' services and crews.

REVIEW

Tim W.
North Aurora, IL
Aug 14, 2019



The Next Door & Window's rock-star level staff and crew were attentive and customer oriented. We had 6 windows and 2 doors installed, all to our satisfaction. We would highly recommend Next to family, friends, and neighbors.

COMMENT

Additional Comment
Aug 13, 2019

I am satisfied with the craftsmanship but more satisfied with the communication from Next Door & Window. They had great communication from the beginning to the end.

COMMENT

Additional Comment
Aug 13, 2019

I noticed Next Door & Window working on other people's homes in the area, and I drove by their location. I did my research, and everything seemed to check out, so that's who we ended up using.

REVIEW

Rich D.
Sugar Grove, IL
Aug 13, 2019



We are doing our roof in two phases, and phase two is coming up soon. I have already reached out to Next Door & Window and indicated to them that I would like the same installation crew. I thought they did a great job.

COMMENT

Additional Comment
Aug 12, 2019

Next Door & Window did NOT fall short in any area.

COMMENT

Additional Comment
Aug 12, 2019

Gary Armstrong knows more about windows and anyone else in the world. He is very patient and answers every question. He explains his product completely.

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COMMENT
Additional Comment
Aug 08, 2019

The quality of workmanship was top of the line and the product.

REVIEW
A.M.T.
Naperville, IL
Aug 06, 2019
★★★★★

Next Door & Window was amazing to work with! Our doors were installed with nearly no mess, and measurements were exact for a perfect fit on all doors. Quality and custom design of the doors exceed expectations. The installation crews were fantastic, and working with Roberto for the design and order was a pleasure.

REVIEW
Allen S.
Plainfield, IL
Aug 05, 2019
★★★★★

I was most satisfied with the quality and their timeliness.

COMMENT
Additional Comment
Aug 04, 2019

They will come back and fix any issues

REVIEW
Becky T.
Montgomery, IL
Jul 31, 2019
★★★★★

Great folks for explaining what will happen, the various materials, and setting up everything, even the village permits!

COMMENT
Additional Comment
Jul 30, 2019

Ryan was great to find us what we needed. Brian was great to get the project done quickly for us!

REVIEW
Ron M.
New Lenox, IL
Jul 29, 2019
★★★★★

Peter and his helper are experts on installing windows they did a great job they explained everything to us. they also cleaned up everything. I give them a high five

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REVIEW

James L.
Naperville, IL
Jul 26, 2019
★★★★★

The patio door that they installed is beautiful. We are very happy with it. The installation went smoothly and was very well done. They protected our furniture and wood floor and cleaned up thoroughly. I especially like that the door and new trim was stained by Next (at their facility) before the installation using a stain color that we chose.

COMMENT

Additional Comment
Jul 26, 2019

From the first phone call to Next Door to the minute they left after the job was done, this is a first class company with top products and top people. Best purchase experience ive ever had

COMMENT

Additional Comment
Jul 25, 2019

I highly recommend this company and their products. I especially appreciated that Mark Polanski stopped by the day of the install to check on things - he made sure that all was as promised and that I was happy with the installed doors.

REVIEW

Tommy T.
Aurora, IL
Jul 24, 2019
★★★★★

When Next Door ordered my windows they should have been a size large

REVIEW

Tom S.
Homer Glen, IL
Jul 24, 2019
★★★★★

Quality products, quality service, quality installation. That's why we're repeat customers.

REVIEW

Dave G.
Aurora, IL
Jul 23, 2019
★★★★★

Next Door and Window kept us updated regularly throughout. Everyone was friendly, helpful and our new windows look amazing! We are pleased with how everything went.

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REVIEW
Tom K.
Aurora, IL
Jul 19, 2019
★★★★★

This is a GREAT company to work with. We had a problem that was resolved, immediately, without any push back from them.

REVIEW
Tim F.
Naperville, IL
Jul 18, 2019
★★★★★

Bruce was great. He is a great salesman, and he got us exactly what we wanted.

REVIEW
Nancy L.
Chicago, IL
Jul 11, 2019
★★★★★

I had 2 doors and 2 storm doors installed and they are beautiful. Everyone I had contact with was knowledgeable on the product and the process. Communication was great, I was always kept informed on where we were in the delivery and installation schedule. I had 2 crews, each working on a door replacement. The guys arrived on time and blocked off areas around the doors to protect the rest of the house from construction dust and debris. The guys did a great job rebuilding the frames and tackling and correcting weird issues. Both doors were installed in one day totaling about 7 hours of work, which included completely rebuilding my door frames and thresholds.. They all did a beautiful job and I am SO PLEASED to finally have plumbed, leveled, insulated doors, which enhance my "colonial-ish" home. From beginning to end it was a pleasure.

COMMENT
Additional Comment
Jul 09, 2019

They didn't fall short; it was very good.

COMMENT
Additional Comment
Jul 09, 2019

They did a real good job. They were thorough, and they cleaned up so it was like nothing was done.

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REVIEW

Vicki D.
Plainfield, IL
Jul 08, 2019



Excellent product and wonderful service. We had no complaints and are very happy with the windows they installed.

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