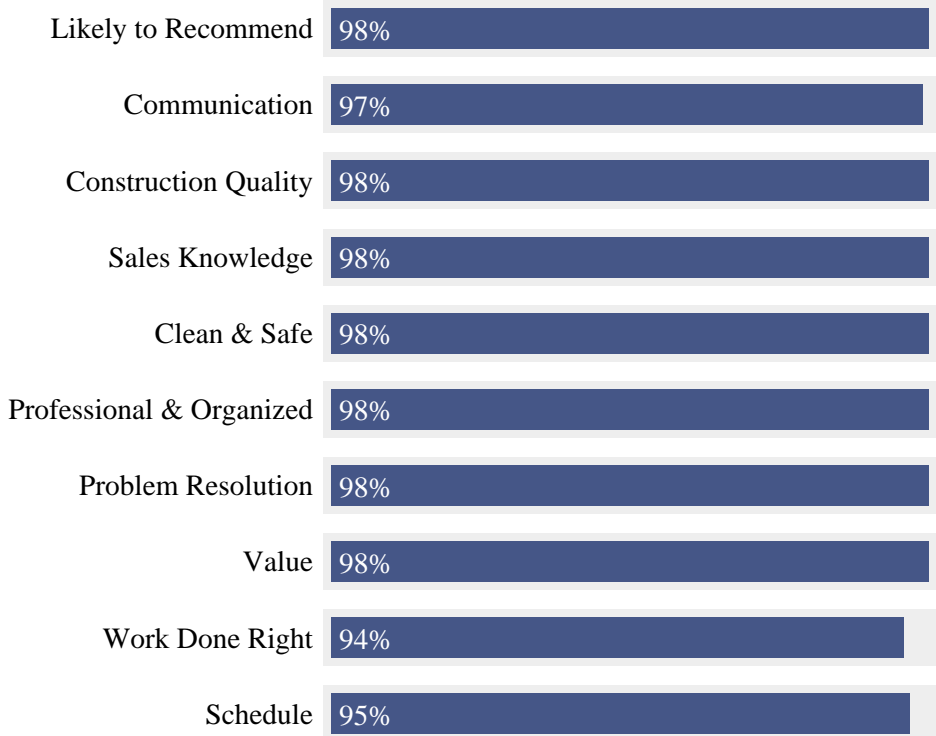


CUSTOMER FEEDBACK REPORT *for*  
North Georgia Replacement Windows

## Customer Feedback Summary

Of 4,258 customers surveyed, 2,878 responded



1210 Warsaw Road, Suite  
1000  
Roswell, GA 30076  
(770) 888-1604  
[www.ngwindows.com](http://www.ngwindows.com)

### GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, North Georgia Replacement Windows relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of North Georgia Replacement Windows in Roswell, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Cumming, GA; Woodstock, GA; Suwanee, GA; Duluth, GA; Lawrenceville, GA; Johns Creek, GA; and 133 other cities in Georgia and Alabama.

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## Recent Reviews & Published Comments

COMMENT  
Additional Comment  
May 08, 2020  
The product is beautifully built and the company and their employees are top notch.

REVIEW  
Jane R.  
Peachtree Corners, GA  
May 08, 2020  
★★★★★  
This is the second time I have used NGRW and once again they have done a fantastic job. My new French doors look beautiful and perform even better.

COMMENT  
Additional Comment  
May 05, 2020  
I was most satisfied with the installers because I thought they were fantastic. The whole process was good but the installers were really good.

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**North Georgia Replacement Windows**



REVIEW

Jerry A.  
Alpharetta, GA  
May 05, 2020



I thought North Georgia Replacement Windows was great and the installers were fantastic. Kevin and the measure guy were good. He did see a couple of things that he recommended to Kevin which was good.

COMMENT

Additional Comment  
May 05, 2020

Their professionalism is the area that I am most satisfied with.

COMMENT

Additional Comment  
May 05, 2020

I was satisfied with their timeliness. They were very punctual and cleaned up afterwards.

REVIEW

Chad M.  
Athens, GA  
Apr 04, 2020



Outstanding, quality windows. I will be using them again in the future to continue another phase of my window replacements.

REVIEW

Robert T.  
Buford, GA  
Apr 03, 2020



They did an outstanding job.

COMMENT

Additional Comment  
Mar 06, 2020

Everyone did a super awesome job.

REVIEW

Don W.  
Atlanta, GA  
Mar 05, 2020



Great company to do business with as they are professional in all aspects of the job. They sell a quality top of the product, install it with trained installers and the salesmen are not pushy. It's a pleasure to business with them I would recommend them to any one. Don Weber

REVIEW

Scott S.  
Acworth, GA  
Feb 24, 2020



They did a great job.

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COMMENT  
Additional Comment  
Feb 22, 2020

everyone I dealt with was excellent

REVIEW  
Joe P.  
Roswell, GA  
Feb 22, 2020  
★★★★★

Very professional, truly knowledgeable, keeps customer informed at all stages of project, easy to work with, completes work as scheduled. Ensures job site is safe and cleans up interior & exterior areas after installation. Demonstrates operation & provides answers to all questions before leaving

REVIEW  
William R.  
Roswell, GA  
Feb 18, 2020  
★★★★★

They did a great job! Came out when they were scheduled and finished everything within 1 day. The windows and service was great!

COMMENT  
Additional Comment  
Jan 27, 2020

I wanted the Marvin Fiberglass windows and sought out the installer/dealer. I'm really satisfied with the product and the Biggerstaff installation crew was excellent. As an experienced carpenter and amateur furniture maker, it is rare that my expectations are exceeded. Great job!

COMMENT  
Additional Comment  
Jan 23, 2020

They put in two glass door and windows. They did a great job, everything was satisfactory and we will be using them again for more windows.

COMMENT  
Additional Comment  
Jan 21, 2020

The initial meeting that we had with Mike, was extremely informative and exciting.

COMMENT  
Additional Comment  
Jan 18, 2020

A great company with the right people in all areas from top to bottom.

COMMENT  
Additional Comment  
Jan 09, 2020

Salesman was exceptional

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REVIEW

Elizabeth L.  
Decatur, GA  
Jan 08, 2020



I highly recommend North Georgia Replacement Windows and they delivered as promised.

REVIEW

Sarah M.  
Milton, GA  
Jan 01, 2020



We knew that new windows were going to change our home drastically, but had no idea the improvement would be felt immediately. From the initial call to schedule a quote, to the finished installation, the folks at NGRW really exceeded our expectations. And our home is unbelievably comfortable...no more drafts or windows covered with condensation!

COMMENT

Additional Comment  
Dec 10, 2019

Have not encountered any issues in my 3 transactions with the purchase or installation of the windows or doors.

REVIEW

William R.  
Cumming, GA  
Dec 10, 2019



All the people at NGRW are very responsive and helpful from initial sale to final installation. Whatever the issue from a requested change order to rescheduling installation always get immediate attention.

REVIEW

M.R.S.  
Atlanta, GA  
Nov 28, 2019



I highly recommend NGRW. We have been repeat customers over many years. Every employee we've encountered is focused on delivering a very good product at a reasonable price with integrity. Contract detail and accuracy are very important to us and our sales rep delivered beautifully. The whole operation from sales, to business office to installation is seamless. They are a pleasure to do business with.



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COMMENT  
Additional Comment  
Nov 26, 2019

I was most satisfied with the installation crew, they were excellent and professional. They don't rush, they were patient and very detailed oriented. We would not use any other crew than who we've used prior. They worked with us on the design and we liked that.

COMMENT  
Additional Comment  
Nov 26, 2019

Customer Service is the area that I was most satisfied with because when I did have any problems they did everything they could to fix them.

REVIEW  
Deborah S.  
Lawrenceville, GA  
Oct 28, 2019  
★★★★★

I was pleased with my experience dealing with NGRW and will be contacting them in the future when I am ready to replace some additional windows. They were professional, knowledgeable and on-time.

COMMENT  
Additional Comment  
Oct 28, 2019

It is rare to find a company these days that stands behind their promise of offering great service; this company does!

REVIEW  
Janette S.  
Calhoun, GA  
Oct 28, 2019  
★★★★★

There was a small hiccup with the measurement with one of the windows by the company. However, they worked diligently to fix the problem. I am completely satisfied.

REVIEW  
Richard B.  
Peachtree Corners,  
GA  
Oct 28, 2019  
★★★★★

One of the best companies I've ever hired. Very happy with the quality of the windows and the workmanship of the install. Great customer experience. I plan to use them again and would recommend them to anyone.



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