

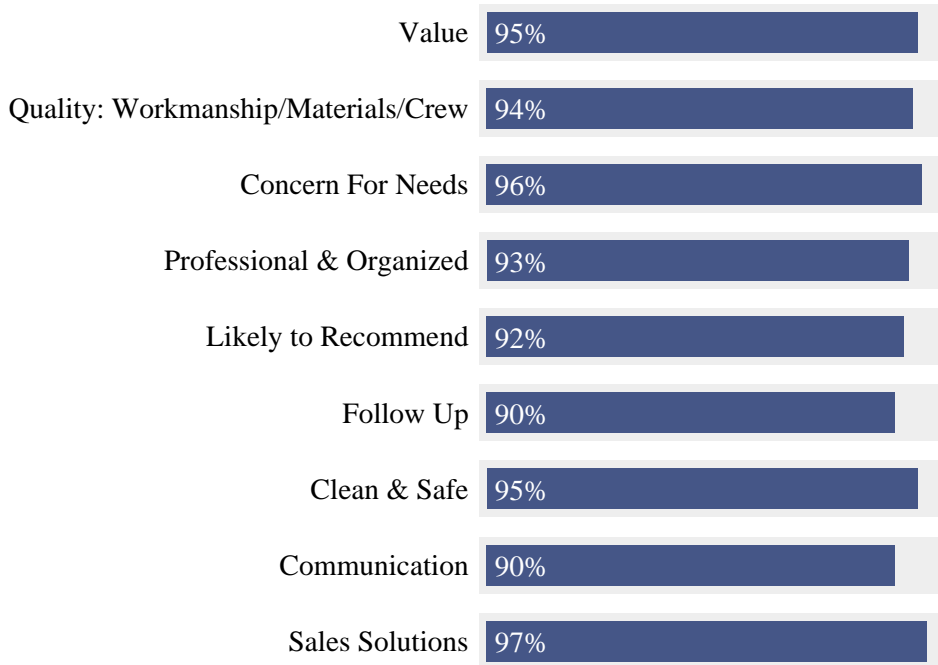
CUSTOMER FEEDBACK REPORT *for*
Northwest Exteriors



Customer Feedback Summary

Of 2,469 customers surveyed, 1,155 responded

11200 Sun Center Drive
Rancho , CA 95670
(800) 510-0007
trustnorthwest.com



GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Northwest Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Northwest Exteriors in Santa Rosa, CA; Fresno, CA; Bakersfield, CA; Sacramento, CA; Modesto, CA; Elk Grove, CA; Roseville, CA; Clovis, CA; Stockton, CA; Vacaville, CA; and 238 other cities in California and Hawaii.

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Recent Reviews & Published Comments

REVIEW

Thomas C.
Salida, CA
Feb 15, 2020



Everything about our experience with Northwest Exteriors was great. I would definite recommend them to a friend or family.

REVIEW

Roger F.
Ukiah, CA
Feb 14, 2020



Good service. They were very responsive to my questions and requests for advice and help.

REVIEW

Sam M.
Sacramento, CA
Feb 13, 2020



Great Company, great installers.

Northwest Exteriors



REVIEW

Bill M.
California Hot
Springs, CA
Feb 12, 2020



I was very satisfied with Northwest Exteriors. Any problems that I had were resolved. Northwest Exteriors has very professional guys and I enjoyed having them there.

REVIEW

Michael H.
Lockeford, CA
Feb 11, 2020



It was a smooth experience. The representatives both from the office and the installation were very helpful.

REVIEW

Katherine B.
Visalia, CA
Feb 10, 2020



I had a very good experience with Northwest Exteriors and would recommend your services to anyone!

REVIEW

Sandi H.
Sacramento, CA
Feb 10, 2020



Very good work.

REVIEW

Brandon V.
Taft, CA
Feb 10, 2020



I was really impressed with how smooth the window installation was.

REVIEW

Reginald O.
Manteca, CA
Feb 10, 2020



The quality is outstanding and the insulation was great!

REVIEW

Jon G.
Penngrove, CA
Feb 10, 2020



I highly recommend Northwest Exteriors.

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REVIEW

Helene K.
Martinez, CA
Feb 10, 2020



Great communication with Jesse when I learned about the quality of Northwest windows. I'm very happy with the windows, and have already noticed a difference with temperature control. I can't wait for summer to truly enjoy the windows' benefits.

REVIEW

Jason B.
Escalon, CA
Feb 10, 2020



Best windows and customer service on the market. Our new windows have helped cut down our energy bill, dust coming in the house and we no longer can hear outside noise from the near by train and farm equipment.

REVIEW

Mark K.
Elk Grove, CA
Feb 08, 2020



very satisfied with NW Exteriors - glad we went with you guys to finally get our windows replaced throughout the house. High value product and service delivered in a professional, timely, and respectful way from start to finish. Thanks

REVIEW

Weldon L.
Ione, CA
Feb 08, 2020



The installation crew did a great job. They were very professional and told us what they were doing with each step in the process. They were wonderful and really good guys. The installation crew was very informative and answered all our questions. It is amazing how tight they fit the windows and how good they did installing them.

REVIEW

John N.
Carmichael, CA
Feb 08, 2020



My experience with Northwest was exemplary. I highly recommend this company.

REVIEW

John R.
W. Sacramento, CA
Feb 08, 2020



Northwest has proven to me that good customer service and a great product still exist. My windows had improved my home "chill" time so drastically, I fell in love with my house again.

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REVIEW
Barbara D.
Mill Valley, CA
Feb 08, 2020
★★★★★

my windows look great thanks to their recommendation of type of window to install.

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REVIEW
Lynn L.
Modesto, CA
Jan 29, 2020
★★★★★

I have had a lot of work done with them. I have had windows, doors, solar, and patio work done. Everything they have done has been absolutely to my satisfaction and in a very timely manner. If there is anything else I can think of to add, I will think about it and save my money.

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REVIEW
Sarah L.
Sebastopol, CA
Jan 29, 2020
★★★★★

They were trustworthy and they did what they said they were going to do. They didn't leave until everything was complete. It is absolutely beautiful and has added so much to our home. It just upgraded our house all around.

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REVIEW
Horta A.
Santa Rosa, CA
Jan 29, 2020
★★★★★

Northwest Exteriors were responsive, efficient, honest, and great all around.

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REVIEW
Alexander A.
Stockton, CA
Jan 29, 2020
★★★★★

I was very pleased with the installation, product, and workmanship.

REVIEW
Mangini M.
Roseville, CA
Jan 16, 2020
★★★★★

Because of the crew I plan on doing more windows. They were so amazing and so clean!

REVIEW
Linda S.
Sacramento, CA
Jan 16, 2020
★★★★★

My salesperson, Leonard, was wonderful.

CUSTOMER FEEDBACK REPORT *for*
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REVIEW

Grattan E.
Folsom, CA
Jan 16, 2020



I am satisfied with the finished product.

REVIEW

White C.
Hercules, CA
Jan 15, 2020



I am disappointed with the company losing the city inspection document. We have been trying to get our windows to be inspected for over two months. After numerous phone conversations and messages and promises nothing has materialized. The customer service is extremely poor.

REVIEW

Kathy J.
Berkeley, CA
Jan 13, 2020



I was very pleased with the installers that came out to do the work. They were very professional, made sure that they were timely, were courteous, and worked with the tenants in terms of timing. They made sure the installation was done well. It was important that this was done right because this is my income property and tenants were involved in the process also. The tenants were pleased with the experience too. Northwest Exteriors was cost effective and I am pleased with the work that they did.

REVIEW

Acocella L.
Santa Rosa, CA
Jan 03, 2020



This the second time we have used Northwest Exteriors. Once again, their services were top notch and their installers very courteous and professional.

REVIEW

Rees R.
Hanford, CA
Jan 03, 2020



Great company. From ordering to installation everything was done as promised. My husband and I are very satisfied.

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REVIEW

Arvizu A.
Bakersfield, CA
Dec 30, 2019



Excellent job

REVIEW

Otteno H.
Elk Grove, CA
Dec 28, 2019



Pleasant experience all-around from Ken to Dmitry and team. Excellent job Dmitry and team! Thank you.

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