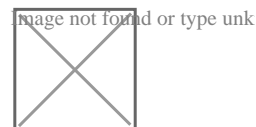
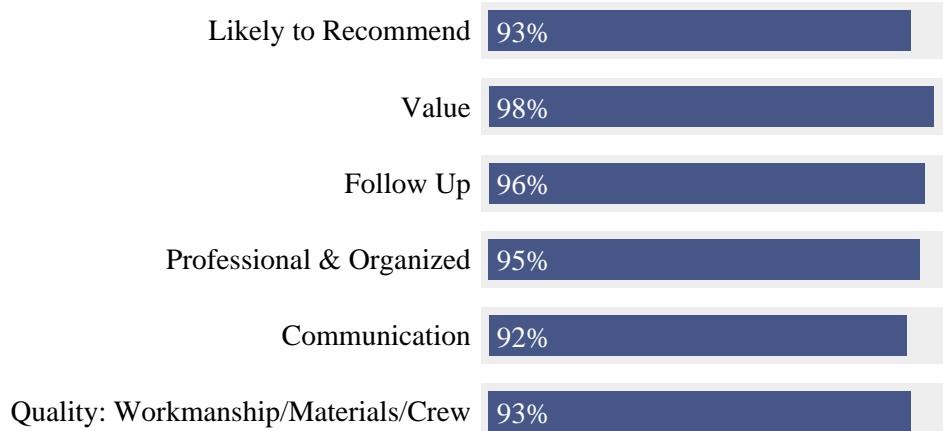


CUSTOMER FEEDBACK REPORT *for* Raleigh Windows & Siding, LLC



Customer Feedback Summary

Of 180 customers surveyed, 93 responded



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Raleigh, NC 27607
(855) 725-9463

GUILDMEMBER SINCE 2018

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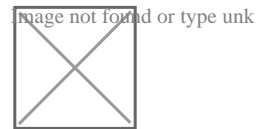
Recent Reviews & Published Comments

REVIEW

Justin O.
Raleigh, NC
Dec 13, 2020



My wife and I had multiple companies come out and provide an estimate for all new windows and replacing our old Masonite siding with Hardiplank. From our initial meeting with Patrick, we felt very comfortable with Raleigh Windows & Siding. Patrick was patient, fair, and honest. After deciding to go with them, working throughout our project with Bruce was also great. He always responded promptly with anything thing that came up. No matter what concern we had, he always provided a prompt response and solution. Our house looks fabulous and we are truly happy we choose Raleigh Windows & Siding.



CUSTOMER FEEDBACK REPORT *for*
Raleigh Windows & Siding, LLC

REVIEW

Sue B.
Raleigh, NC
Dec 08, 2019
★★★★★

I had brand new OKNA windows and HardiePlank siding installed on my house in November and I could not be any happier with the entire process and results. Everyone from Patrick the salesman, to the window and siding installers, and finally to the painting and finishing crew, Martin and Alberto, provided outstanding customer service. Bruce answered all of my questions along the way. I am thrilled that the project, once it got started, was completed quickly and efficiently without a hitch. I've received many compliments on how beautiful my house looks! I would definitely use them again and I've recommended them to family and friends in the area.

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REVIEW

Robert P.
Raleigh, NC
Nov 25, 2019
★★★★★

The employees were new and poorly trained but they advertized that the crew had several years of experience. Many problems were encountered during the project with Raleigh Windows & Siding and it was very frustrating. The site supervisor was arrogant and rude to us, his clients!!. Daily cleanup was non-existent.

REVIEW

Brian A.
Cary, NC
Mar 18, 2019
★★★★★

Replacing all of our exterior siding and windows was hands down the biggest project we've ever taken on. From the quote/pricing discussions to the installation, Raleigh Windows & Siding was transparent, helpful, and professional. The end product was more beautiful, durable, and functional than we had imagined. Thank you for this tremendous refresh to our home!



CUSTOMER FEEDBACK REPORT *for* Raleigh Windows & Siding, LLC

REVIEW

Tracy P.
Stem, NC
May 29, 2018
★★★★★

We live in an 1800's home. Love the house, but the original windows were not effective and were a drain on our heating and air system. After researching custom windows, Raleigh Windows & Siding made the top of the list. All our windows are custom size. The team at Raleigh Windows measured and replicated our custom windows perfectly. They look is beautiful and we've saved around \$75 per month on average in the winter. In addition, we are finally comfortable in the house!

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REVIEW

Jackie E.
Apr 04, 2018
★★★★★

Very prompt quote, scheduling and installation. Staff took care installing replacement windows, to not damage surrounding molding or floor.

REVIEW

Greg O.
Fuqua Varina, NC
Mar 28, 2018
★★★★★

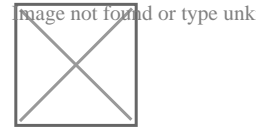
Over the past few years I have replaced 8 windows. I have extremely satisfied with the quality but have some reservations with the job site clean up. After the workers were done and gone I noticed debris on the inside of my house. Although it took only a few minute to clean up, they missed an opportunity to excel. On another install there was some sort of glue on the inside of the window. I tried to clean it but with very little result. Bruce cam and spent 45 minutes cleaning and scraping it off. It was cleaned to my satisfaction but the experience made me question future installs. I still think Marvin windows are the best bang-for-the-buck but I will be more diligent during the install.

COMMENT

Additional Comment
Feb 14, 2018

Patrick Markey

CUSTOMER FEEDBACK REPORT *for*
Raleigh Windows & Siding, LLC



COMMENT
Additional Comment
Feb 14, 2018

Nothing

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COMMENT
Additional Comment
Feb 14, 2018

Speed and efficiency

GUILDMEMBER SINCE 2018

REVIEW
Brian B.
Cary, NC
Feb 14, 2018
★★★★★

Experience was exceptional and the crews worked quickly but with eye on quality

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COMMENT
Additional Comment
Dec 28, 2017

Completed project results met or exceeded our expectations. Professionalism throughout the project, prompt communications on plans, cost effective recommendations, and careful attention to detail.

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COMMENT
Additional Comment
Dec 28, 2017

Web search and neighborhood blog.

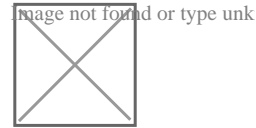
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REVIEW
David N.
Raleigh, NC
Dec 28, 2017
★★★★★

Project plans and costs were clearly explained, work was completed on time with no surprise charges, the results met or exceeded our expectations, communications with staff members during the entire project were timely and professional, and cost effective recommendations helped avoid extra expense. Our house looks great!

COMMENT
Additional Comment
Dec 21, 2017

Bruce Forster - went above and beyond the call to ensure satisfactory job completion. Roofing crew - very professional. Painting crew - very professional and helpful with a desire to please.



CUSTOMER FEEDBACK REPORT *for*
Raleigh Windows & Siding, LLC

COMMENT
Additional Comment
Dec 21, 2017

Very satisfied with Marvin fiberglass windows and sliding door. Very satisfied with fiber cement siding and trim installation. Very satisfied with construction of new roof over stoop. Very satisfied with new roofing and the overall paint job.

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REVIEW
Nate M.
Chapel Hill, NC
Oct 04, 2017
★★★★★

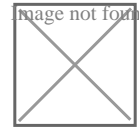
The workers on site were very courteous, professional, and competent. They did excellent work. In the rare instances where I had concerns, they were very responsive!

REVIEW
Nurgul P.
Cary, NC
Aug 03, 2017
★★★★★

They did a nice job and it was good quality.

REVIEW
Tom B.
Raleigh, NC
Feb 23, 2016
★★★★★

Great job. Bruce was organized, detailed, and presented the entire scope of work for the project so there were no hidden "gotchas". We made several changes across the project and Bruce responded quickly and effectively to ensure no delay. Very satisfied with the completed project.



CUSTOMER FEEDBACK REPORT *for* Raleigh Windows & Siding, LLC

REVIEW

Peter K.
Cary, NC
Feb 17, 2016
★★★★★

I have windows where they replaced sills and now they have gaps and my attic window is a disaster. I had to have them come back multiple times to due items they missed, some items they came back multiple times. I finally decide to just do the fixes myself. I needed the chimney cap replaced.. I won't even go into that, don't do it.... it still leaks. The list of issues and sloppy work performed, including putting the wrong nails in the light rod cables even though I gave them the correct ones which they did half and half was unbelievable the list of issues is just to long to go through...If you are looking for someone to just come out and do a job and not care about you or the quality of work they do then this is the place for you...

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REVIEW

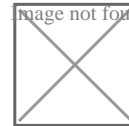
Thad T.
Chapel Hill, NC
May 26, 2015
★★★★★

Very professional and stand by their work.

REVIEW

Doug L.
Holly Springs, NC
Dec 29, 2014
★★★★★

VERY pleased with the work and project management. Great job!



CUSTOMER FEEDBACK REPORT *for* Raleigh Windows & Siding, LLC

REVIEW

Kelly B.
Raleigh, NC
Nov 18, 2014
★★★★★

Raleigh Windows & Siding worked diligently to search our needs and meet our expectations. The entire process - from start to finish - was effectively managed. We received a great value for our payment and have never seen such quality for a home improvement project. Each step was generously managed and implemented in a timely fashion. If you have a home improvement exterior project, THIS is the company you want to use!

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REVIEW

Brent M.
Cary, NC
Nov 17, 2014
★★★★★

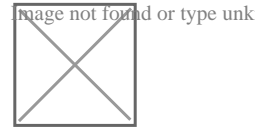
Raleigh Windows & Siding is the regional leader for quality exterior house work. We had our home completely re-sided with Hardie siding and trim (with Hardie wrap underneath) and we were impressed with the attention to quality and detail throughout the entire project -- yet at a very reasonable price. RWS not only fulfilled every aspect of the agreement, they also communicated with us throughout the project and offered us options to address various small items that were discovered as the project progressed -- and these were not contrived "upsell" items, but real concerns that were fully explained, with the option for us to make a choice about how to proceed. As a result, our house looks better than new -- really -- and will be essentially maintenance-free for as long as we expect to own it. We are delighted with RWS and recommend them without hesitation.

COMMENT

Additional Comment
Aug 26, 2014

I was most satisfied with the crew that installed the siding and did repairs.

CUSTOMER FEEDBACK REPORT *for*
Raleigh Windows & Siding, LLC



COMMENT
Additional Comment
Aug 25, 2014

Quality of work.

COMMENT
Additional Comment
Aug 23, 2014

The most visible quality workmanship is the painting. The lead painter and his assistant did great work. The siding crew also did really well. All in all, I have to say it is a great investment.

COMMENT
Additional Comment
Aug 23, 2014

They were super fast in putting up the siding. The painting job was fantastic. They even painted inside window sills and doorways, very thorough!

COMMENT
Additional Comment
Aug 20, 2014

The workmen - they were very professional. They came on time, worked throughout the day, did professional looking work, and left the job site clean. They also interacted with us, the homeowners in a professional way.

COMMENT
Additional Comment
Aug 19, 2014

They did a great job. Very efficient.

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