

FEEDBACK REPORT *for* Rite Window

REVIEW

Gary L.
Hopedale, MA
Jan 02, 2017



Excellent product service and installation.

185 New Boston St.
Woburn , MA 01801
(800) 649-3600
www.ritewindow.com

GUILDMEMBER SINCE 2010

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

We have surveyed customers on behalf of Rite Window in Framingham, MA; Woburn, MA; Medford, MA; Peabody, MA; Reading, MA; Billerica, MA; Haverhill, MA; Weymouth, MA; Somerville, MA; Wakefield, MA; and 360 other cities in Massachusetts, New Hampshire, Rhode Island and Maine.

REVIEW

Stuart S.
Merrimack, NH
Dec 31, 2016



I had been putting off replacing my windows for 3 years dreading the high pitch sales, misleading quotes and now knowing who would do the actual install. When I decided I couldn't wait any longer I did my research again and what impressed me about Rite Window was the reviews. With only a few negatives what pleasantly surprised me was that everyone of those were answered by the owner even if it included an apology. From the salesperson coming out to the final install everything went perfectly. Each window looks and works great with not a drop of air coming in. Only the wait to get the install (8 weeks) was a negative which isn't even that because they are busy doing something right. However I can say that the time they quoted me for the install was right on the money. Rite Window did a "right on" job. Thank you all for the great job.

REVIEW

Chris S.
Belmont, MA
Dec 31, 2016



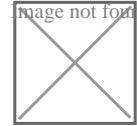
Great service, happy with the product

REVIEW

Mike F.
Cohasset, MA
Dec 06, 2016



The whole process was easy and priced well. I feel we got a quality product relative to the overpriced competition.



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Israel Z.
Chestnut Hill, MA
Dec 01, 2016



Bang up job! A professional installation; workers respected our home and cleaned up beyond our expectations. I would highly recommend your services.

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REVIEW

Annmarie K.
East Bridgewater, MA
Dec 01, 2016



From START to FINISH Great Service all around!!Highly recommend!!

REVIEW

Jayne C.
Mansfield, MA
Nov 19, 2016



This is a top notch company. Can't say enough about what a great job Phil did in installing. Was professional and super fast and efficient. Jeff who was the salesman was knowledgeable and professional.....not pushy which was a huge plus. I wouldn't hesitate using this company for your next window project

REVIEW

J.L.O.
Dover, NH
Nov 06, 2016



Great company to do business with, everyone was friendly and professional. I was amazed at how quickly they removed and installed the windows. The windows look fantastic, we can already feel the difference of having new windows installed.

REVIEW

Ryan G.
Weymouth, MA
Nov 02, 2016



The windows are great, huge improvement on what we had before and long overdue. The work was done well and they kept the house clean as they went!

REVIEW

Shazza G.
Malden, MA
Oct 11, 2016



These guys were great. Here right on time, done sooner than planned and you would never know that workmen had been replacing on the windows on the 3rd floor. The salesman was knowledgeable and helpful, someone that gave me the straight story. Would definitely recommend them to others.



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Jerry M.
Framingham, MA
Oct 02, 2016



This is the third project I have used Rite Window for. I wouldn't keep going back to them if they didn't deliver what they promised.

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REVIEW

Robert L.
Wakefield, MA
Sep 30, 2016



Entire process from initial consultation to installation was seamless and completed in reasonable timeframe. On date of installation, installer (Andrew) arrived on time and was very knowledgeable in answering my questions regarding the installation and the process. The installation was completed from the outside of the house resulting in the trim work around the window to be removed then replaced. Once windows were installed, he ensured everything around window looked as it did prior to install. Additionally, work area was completely clean both inside and outside house. Very satisfied.

REVIEW

Yohance O.
Dorchester, MA
Sep 15, 2016



I would give Rite Window a ten overall satisfied with my windows the crew who installed the windows will call them back to my basement windows. Rite Window keep up the good work...

REVIEW

Sandy S.
Billerica, MA
Sep 12, 2016



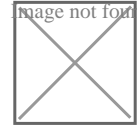
I was completely satisfied. From the salesman to the guys putting the windows in they were very friendly but very professional. I would highly recommend them to anyone. I have other windows that I need to have done and believe me, they will be getting the call to replace them

REVIEW

Carole R.
Franklin, MA
Aug 25, 2016



The initial estimate was done quickly, with no hesitation and the usual " we'll get back to you with a final estimate" nonsense. The workers were professional, efficient, and left a spotlessly clean yard and home, I' m very pleased with this company.



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Paul D.
Revere, MA
Aug 25, 2016



Again, lets see how they hold up fro a year or so.

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REVIEW

Robert K.
Kingston, MA
Aug 05, 2016



Purchased 26 windows for our parsonage. Everything went as advertised. Excellent windows and workmanship.

REVIEW

Frederick S.
Medway, MA
Aug 02, 2016



My new Rite Windows are easy to operate, to be able to clean the outside is so nice. The safety feature, that you can leave the windows open in a locked position is fantastic. The installer was a pleasure to talk to, cleaned up areas, cleaner than they were. A great experience, Thank you. Frederick Souza

REVIEW

Mary T.
Hopedale, MA
Jul 20, 2016



Would recommend to others.

REVIEW

Doniel K.
Newburyport, MA
Jul 16, 2016



Easy sales process, great installation - very neat, professional and fast! The windows are awesome!

REVIEW

Wade S.
Somerville, MA
Jul 07, 2016



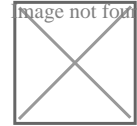
Quaility product with a good sales process. They were not pushy or obnoxious and made themselves available on my time frames.

REVIEW

Cecilia F.
South Boston, MA
Jun 27, 2016



Very professional installers. Job was done right and removed all old debri and cleaned up!! Job well done!!



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REVIEW

Chris V.
Revere, MA
Jun 21, 2016
★★★★★

Second time we have used Rite. First time was a door a few years ago, and we just replaced three old windows. Everyone from start to finish was respectful and knowledgeable, and all appointments were right on time. We would recommend them to anyone.

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REVIEW

Paul M.
South Easton, MA
Jun 16, 2016
★★★★★

I was thoroughly happy with the entire process from start to finish. Everything that was promised was professionally done. The 8 foot slider works & looks great. I highly recommend Rite Window to anyone. I want to mention that the salesman (Patrick) & the installer (Art) were very professional & did a great job.

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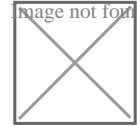
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William L.
Stoneham, MA
Jun 13, 2016
★★★★★

Very positive experience with Rite Window. A couple of mix-ups re: timing of initial appointment for estimate but once everything was underway communication was very good, all promises were kept and the windows were ready sooner than expected. 10 windows were installed in about 1/2 day.



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Roy W.
Pembroke, MA
Jun 06, 2016
★★★★★

Would never recommend! We had to repeatedly interrupt our busy schedule to accommodate the return visits due to their inability to complete it correctly the first time. Lack of respect for our time as they were always late as well. The communication is horrible. The only good thing about the entire company was our salesman.

Comment from Rite Window

We apologize. We have no excuse. Our goal on every job is to get it right the first time, yet sometimes we come short and a job requires multiple visits. Combine this with our scheduling problems on the follow-up and we managed to make a bad situation even worse, (see "when it rains it pours"). Of course we can't ask for your recommendation, but we're hoping for your forgiveness, because we're truly sorry for the aggravation we caused.

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REVIEW

Alan K.
Merrimack, NH
Jun 01, 2016
★★★★★

I had a very positive experience dealing with Rite Window and wouldn't hesitate recommending them.

REVIEW

Robert B.
Acton, MA
May 07, 2016
★★★★★

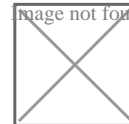
The installation of 24 windows was done quickly and professionally in 2 days by installers who showed great care for our home. The windows are good quality with a fifty year warranty and look quite nice.

REVIEW

Samuel A.
Peabody, MA
May 05, 2016
★★★★★

I am very pleased with every aspect of the installation process; the company far exceeded my expectations. If I had to do it over, I would not hesitate to hire Rite Window again.

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FEEDBACK REPORT *for*
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REVIEW

Mustapha M.
Canton, MA
Apr 26, 2016



Happy with the windows so far

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