

Soft-Lite



Customer Feedback Summary

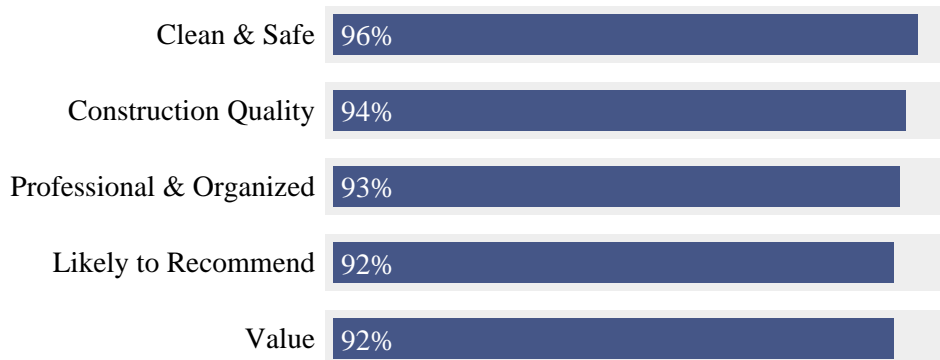
Of 21,817 customers surveyed, 13,055 responded

10250 Philipp Pkwy.
Streetsboro , OH 44241
(330) 528-3400
www.soft-lite.com

GUILDMEMBER SINCE 2010

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Recent Reviews & Published Comments

REVIEW

Kathy G.
Eastlake, OH
Apr 02, 2019



We are thoroughly pleased with our windows, The crew was very professional and courteous. I would highly recommend them to anyone. They are a beautiful crew from A to Z.

REVIEW

Barbara W.
Westerville, OH
Nov 08, 2018



I would recommend Window Nation. They take very good care of their customers.

REVIEW

Shirley K.
Baltimore, MD
Nov 01, 2018



They were excellent.

REVIEW

Victor B.
Streetsboro, OH
Oct 25, 2018



This is my third or fourth installation by Window Nation and I had to do it in pieces. I am very happy with them each time and satisfied with everything, quality, work and can't say enough good things about them. Very professional from start to finish.

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REVIEW

Anne C.
Lakewood, OH
Oct 16, 2018
★★★★★

I was more than pleased with their service. I would recommend them for sure.

REVIEW

Ayatt E.
Somerset, NJ
Oct 05, 2018
★★★★★

Very professional.

REVIEW

Anthony L.
Columbus, OH
Oct 03, 2018
★★★★★

I was told by the manager and scheduler that the estimated lead time for the project would be 3-4 weeks after my deposit was paid and the measurement was done and probably more like three weeks since it was only one window. All they had to do was install it in four weeks and I would have given Window Nation five stars but it took them SIX weeks. The window itself looks great and the installers were good and did their job but when you tell a customer a lead time of 3-4 weeks and it took SIX weeks I have to give Window Nation one star.

REVIEW

John M.
North Ridgeville, OH
Sep 26, 2018
★★★★★

The staff was very knowledgeable, very friendly and efficient. I would one hundred percent recommend them to family and friends, and I will be using Window Nation again in the near future.

REVIEW

Edward S.
Lawrenceville, NJ
Sep 25, 2018
★★★★★

I wish they would have put the blinds back up. The windows were installed well.

REVIEW

Alex R.
Cleveland, OH
Sep 24, 2018
★★★★★

Crew showed up ready to work and were polite and professional. Windows were ok, screens dont fully close, I'm guessing from the corner welds. In all great price and good service.

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CUSTOMER FEEDBACK REPORT *for*

Soft-Lite



REVIEW

Cheryl Y.
Ligonier, PA
Sep 22, 2018



Customer service is very poor. Don't show up when scheduled. Lost 4 days of work because of that. Won't recommend them to anyone.

REVIEW

JACKIE K.
Fremont, OH
Sep 21, 2018



I am happy, happy, HAPPY!!!!

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REVIEW

C.M.J.
Chagrin Falls, OH
Sep 20, 2018



They say they're custom windows, but they're not custom windows. They're smaller. They make their own. It's nothing custom, just regular size. The installer is the most important person. They have three people involved: Window Nation, their distributor, plus different installers--and a painter involved. All these different people and the painting never got done. The only reasons I went back to Window Nation was because of the installer who was incredible--Cory. He went out to get the wood for the windows because they did not have it in the warehouse. This is two months after I prepaid everything, and it came unpainted. It was supposed to be pre-painted; I paid for it, but it wasn't primed. I complained and the painter came to the house and wanted to take it all back. I said no. He put up all the molding that was raw, so it wasn't pre-painted, so moisture could get on it. My son and I didn't have another day to spare, and then I still had to pay. I didn't think I owed them more over this, but they strong armed me into \$600 more. I had bought windows there before, so I was hoping it would be the same. I couldn't do it all this year, but you pay and they show you it and they say the mullen bars aren't include--that this isn't included and that isn't included. I said once, it's false advertising. I would never go with them again. I'd go with another company. There are too many people involved. I asked the big boss to call; he never called. I had to pay \$600 and sign a non-disclosure agreement.

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REVIEW

Keith L.
Madison, OH
Sep 20, 2018



The installation guys were great. As for as the salesman, he the explained everything. However, the paperwork was dropped along the way and I need the paperwork.

REVIEW

Darrell H.
North Royalton, OH
Sep 20, 2018



They are very professional and kept us informed throughout the entire project. They ordered new screens for the bedroom because they were damaged and we didn't even notice the damage during the inspection, which shows their attention to detail and quality of work.

REVIEW

Charlene W.
Washington, DC
Sep 19, 2018



All of you is very friendly.

REVIEW

Gloria B.
Brunswick, OH
Sep 19, 2018



Window Nation did a really good job and they were very efficient.

REVIEW

Charles J.
Parma, OH
Sep 18, 2018



All parties (the salesperson, the measurer, and the installers) showed up on time and were professional. Answered all questions and addressed all concerns.

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REVIEW

Connie G.
Burlington, NJ
Sep 18, 2018



From start to finish, a well-organized job. All our questions were answered in a timely manner and to our satisfaction. Minor damages to screens at installation were corrected swiftly and without question. Quality of the windows VERY noticeable, with the cooling comfort level in our home on this hot summer much better than in years past. Our budget billing estimate for PSE&G went DOWN for next year, and we're looking forward to lower energy bills through the winter. Thank you Window Nation for the great new look to our home!

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REVIEW

Gary S.
Sterling, VA
Sep 18, 2018



I highly recommend the Window Nation Sales Representative, Installation team and of course the product. They are a beautiful addition to our home, making the sunroom brighter, more comfortable from sun control, and actually seem more spacious with the new window configuration.

REVIEW

Ward L.
Brunswick, OH
Sep 15, 2018



Highly recommend!

REVIEW

Donna W.
Elyria, OH
Sep 14, 2018



I highly recommend Window Nation.

REVIEW

William S.
Barberton, OH
Sep 14, 2018



I thought they were professional. They did exactly what they said they would do. I was fully satisfied.

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REVIEW

Darlene B.
Philadelphia, PA
Sep 13, 2018



Very professional

REVIEW

Lucy T.
Cleveland, OH
Sep 13, 2018



I am very unsatisfied with the windows. It is not quality workmanship. They messed up my window order three times. I am very upset and I am going to call to let them know.

REVIEW

Jay W.
Canton, OH
Sep 12, 2018



Extremely happy with the quality of the windows and the workmanship of the installation crew.

REVIEW

Chris P.
Wadsworth, OH
Sep 11, 2018



They started on time, very professional, finished on time, cleaned up and demonstrated the windows to my satisfaction. Everything looks great.

REVIEW

Ida C.
Eastlake, OH
Sep 10, 2018



Yes, I got that from another friend who gave it to me and I showed it to Steven. He did call his boss and the boss turned that down and that's why I am confused, why should I give it to my friend? Maybe they will do the same to them.

REVIEW

Kevin G.
Upper Marlboro, MD
Sep 09, 2018



Working with Window Nation was a breeze. All the representatives we talked to were extremely professional and willing to help. My house looks amazing with our new windows. Great price, great customer service and a great experience. The actual window installers were amazing to work with.

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REVIEW

Maria B.
Columbus, OH
Sep 08, 2018



The staff at Window Nation were all very friendly to work with. My issue was with the timeline and some communication. The installers were both nice but I was not told they were sub-contractors and only a 2 man crew. For a complete houseful of windows, including basement, I was told from the beginning it would be a 1 day install. It ended up taking 4 days, that should have been set from the very beginning. Taking time off work to be home for that time was very frustrating. Aside from Window Nation saying they would "make note of this", nothing else was done for compensation. I hope this isn't the case with other customers. Communication is key! Aside from the installation schedule, the windows are great! I've waited 10+ years for new windows in my home so I am happy it's complete.

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