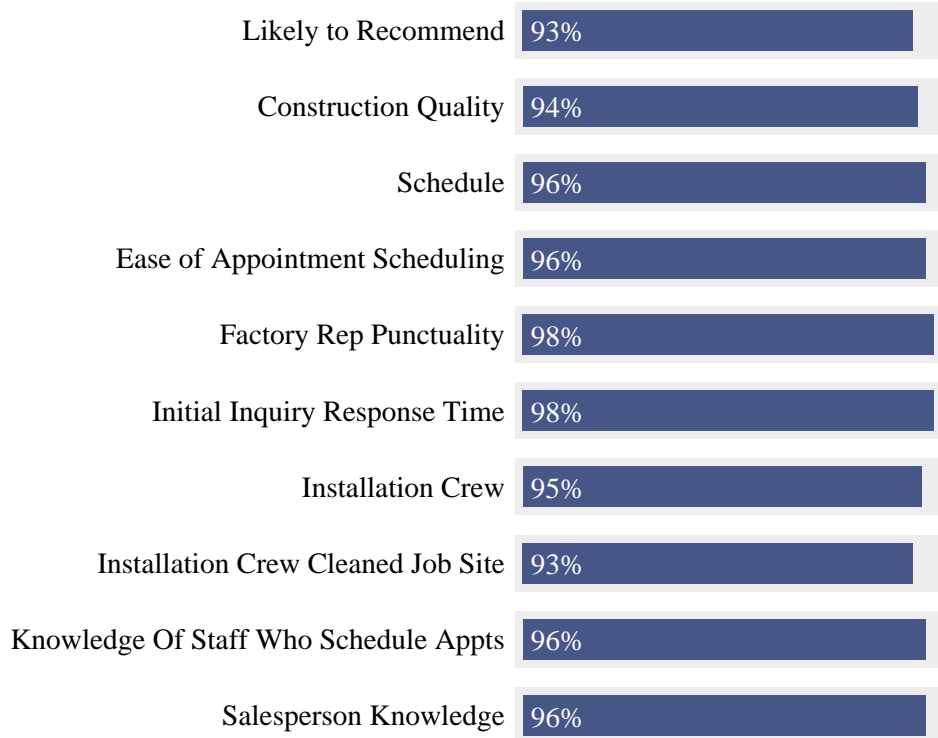


Thompson Creek Windows

Customer Feedback Summary

Of 53,473 customers surveyed, 34,456 responded



Recent Reviews & Published Comments

REVIEW

Leonard B.
Fairfax, VA
Jan 22, 2020
★★★★★

The installation was very quick. All of my appointments with Thompson Creek Windows went quickly and were convenient for me since I was traveling. Thompson Creek Windows did a really good job.

REVIEW

REBECCA D.
North Chesterfield, VA
Jan 22, 2020
★★★★★

fast and clean installation



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WINDOW COMPANY

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www.thompsoncreek.com

GUILDMEMBER SINCE 2009

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REVIEW

Mikki W.
Fort Washington, MD
Jan 21, 2020



I am very happy. The installers were great. They were extremely professional. I love the product. What I appreciated the most was how well they informed me, before the work started. It was all done on time also. I am very happy overall with the whole performance.

REVIEW

Sandra A.
Gaithersburg, MD
Jan 21, 2020



They did a great job and I highly recommend them to anyone.

REVIEW

Beth V.
Phoenix, MD
Jan 21, 2020



Truly a great company, straight forward sales reps that look out for the customer. Will use them when installing windows in the back half of the house.

REVIEW

Ron M.
Manassas, VA
Jan 20, 2020



Having a problem resolving an issue that they created and assume no responsibility for. Shameful.

Comment from Thompson Creek Windows

Thank you for your review, Ron. Our Project Coordinator Department Manager will be reaching out shortly to hear more about your experience. We apologize for any problems you have experienced and look forward to making things right.

REVIEW

JIM C.
Herndon, VA
Jan 16, 2020



Shannon and Todd were very professional and timely, they did a great job.

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REVIEW

Carolyn P.
Washington, DC
Jan 16, 2020



The installers were very professional. They took care of my property and cleaned up well when they were done. Everything was perfect when they left.

REVIEW

Fred B.
Fairfax, VA
Jan 16, 2020



We have used them now for our fourth house. We have had siding, gutters and Faisal board done with several members of our family. This is our first time with having a roof put on. We are satisfied with all they have done for us.

REVIEW

Li T.
Jan 15, 2020



vgzgdsgdsfgdsgd

REVIEW

David N.
Bowie, MD
Jan 14, 2020



I have been very impressed with Thompson Creek in every respect, starting with the design and quality of their products, extending through the installation process, and continuing with their post-install follow-up and service.

REVIEW

Holly W.
Alexandria, VA
Jan 14, 2020



Question 3 Who was Enrique Allen?

REVIEW

AARON B.
Alexandria, VA
Jan 14, 2020



The initial response from Thompson WaterCreek was favorable, but after that it went downhill fast with their call center and getting the door installed. Wrong door, bad measurements and no call backs. It was very frustrating. We had 3 other doors we were planning on having them do, but that is not going to happen.

CUSTOMER FEEDBACK REPORT *for*

Thompson Creek Windows



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REVIEW

Joyce M.
Falls Church, VA
Jan 14, 2020



Jaffrey Kaelin, sales representative, is a really good salesman!

REVIEW

JANE M.
Fairfax, VA
Jan 14, 2020



Thompson Creek consistently provides good quality products and work. We have purchased siding, a window, three doors and gutters from them for two different houses.

REVIEW

Kathy G.
Frederick, MD
Jan 14, 2020



My experience was fantastic from the start. Vin is very knowledgeable and personable. After our initial meeting I felt like I had made the right decision choosing Thompson Creek. When the installers came, installed and left I was convinced I made the right choice.

REVIEW

Lucille S.
Hampton, VA
Jan 10, 2020



The installation and the finished product was excellent.

REVIEW

Karen V.
Stevensville, MD
Jan 09, 2020



Our experience with Thompson Creek Windows was positive from the first contact to the last. Our doors are simply stunning - every person we met along the way was polite and professional - crew was fantastic and hard working. Will definitely use this company in the future!

REVIEW

Raymond R.
Upper Marlboro, MD
Jan 08, 2020



One of the best customer service organizations that I have ever been part of hands down.

Thompson Creek Windows

REVIEW

PARAON F.
Silver Spring, MD
Jan 06, 2020



They didn't get the correct dimension for my deadbolt lock hardware that I told them I was going to reuse. Now I can't use it. Also, the installed door doesn't close good so a smart deadbolt lock will not work because the deadbolt will not fully extend into jamb slot when sending lock command. The main reason I replaced the old door.I was planning on using them on our door and window needs on our addition. Not anymore.

REVIEW

Valerie C.
Midlothian, VA
Jan 03, 2020



I can't say enough good things about my salesperson David Kelly. He sold both the company, its integrity and the windows hands down over the competitors. He followed-up when my project coordinator failed to communicate on my installation confirmation and showed up during installation to make sure everything was to my satisfaction.I was not overly impressed by the communication otherwise of the company. I did not feel my project manager was overly customer communicative - the day of measurement I was told would be the 12-4 time slot - I took off from work and received a call mid-morning to tell me he could not make it to my house until late in the day (or I could reschedule). Otherwise, he checked in during the installation (as he said he would). The time lag between ordering of the windows and installation is significant enough that a communication reminder before 24-48 hours prior to installation should be given. The install team was efficient and completed the task within the 2 day installation period. It has been less then a month, but so far, I am pleased with the quality of my windows.



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REVIEW

Cheryl E.
Columbia, MD
Jan 03, 2020



The interaction with Thompson Creek from beginning to end has been flawless. Thank you for your professionalism, expertise.

REVIEW

Arther P.
Silver Spring, MD
Dec 28, 2019



We have used Thompson-Creek multiple times and always were more than pleased. However, our experience this time was very poor. Despite the window itself being of very high quality, the follow-up service leading to a fix in an installation problem was terrible. We were given poor information and getting hold of the right person was hard. In contrast, the installers both times they came out were professional, competent, and nice.

REVIEW

Donald C.
Chesapeake, VA
Dec 21, 2019



The installer arrived on time and so did the supervisor. They were both friendly and did a great job installing my window. I would gladly recommend them to someone else.

REVIEW

DAVID S.
Washington, DC
Dec 21, 2019



My wife and I had a very positive experience with Thompson Creek. They came when they said they would to measure the windows, and they discussed options with us. My wife was impressed that they wore surgical slippers so they didn't mess up our carpets. The windows were installed on the date they promised, quickly and efficiently, and without a problem. The price was what we agreed upon, and so overall the experience was entirely positive. We are now enjoying our new windows - which work perfectly!

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REVIEW

Larry W.
Washington, DC
Dec 19, 2019



They did a good job. It was done real well. The man came in and was very professional. He put the windows in no time. They work, and everything was beautiful. He was a nice guy--a nice person. He came in and did the work right away. He didn't leave nothing around, and I would recommend them for him.

REVIEW

Linda F.
Owings Mills, MD
Dec 19, 2019



After the gentleman was done I made a note on their paper, they were very efficient, extremely polite and did the work very quickly with no interruption in our life. I was really expressed!

REVIEW

Mary H.
Landover, MD
Dec 18, 2019



The only concern I had was the fact that I had to personally go out to the main office to see the window that I was purchasing, once I arrived they did not have the window on display like they said they would. This process delayed the process of purchasing the windows that I wanted. Finally, got in contact with my sell representative who came back out to my home with the display model of the windows, which allow me to finally make my purchase.

REVIEW

Wayne M.
Chesapeake Beach,
MD
Dec 17, 2019



We couldn't believe how well the process went from the telephone call to the final installation. Everyone was very professional and courteous. They made sure we were aware of every step. The professionalism from every level was outstanding.

REVIEW

Samuel A.
Silver Spring, MD
Dec 17, 2019



The entire process, from initial call to set up a sales appointment, to the finish installation of the windows was extremely smooth and painless. I particularly liked dealing with only one company that both manufactured and installed the product.