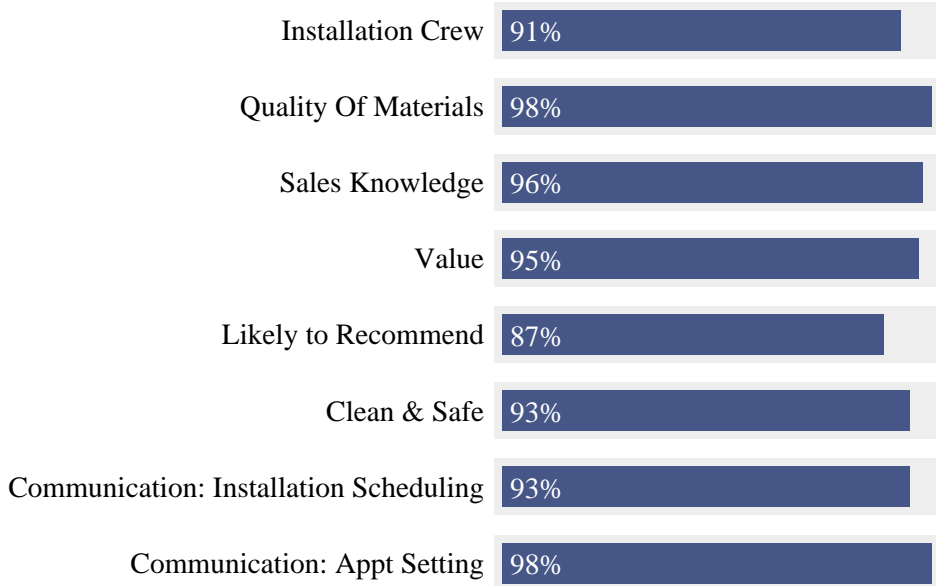


Window World of Pittsburgh

Customer Feedback Summary

Of 1,298 customers surveyed, 649 responded



Recent Reviews & Published Comments

REVIEW

Michael J.
Bethel Park, PA
Nov 25, 2019



I am highly satisfied. They were a good team, and it is a good product.

REVIEW

Barb G.
Presto, PA
Nov 25, 2019



I love my windows, they are beautiful.

REVIEW

Jennifer G.
Pittsburgh, PA
Nov 24, 2019



It has only been a few weeks but so far, the product (storm door) has worked well. There were some issues with my main front door after installing the storm door (it would not latch closed), and the installers were very accommodating in trying to resolve it.



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REVIEW

Karen B.
Latrobe, PA
Nov 14, 2019



First, our windows were measured in mid-July and we were told we would be getting them in 6-8 weeks. Our installation date was Nov. 2nd. We had 14 windows installed and a sliding glass door. There are problems with almost every window/door. This includes the fact that the crew ripped the entire window frame off one of the garage windows AND NEVER TOLD US! They also did not caulk the garage windows. Although I have spoken with office staff/managers, I have also left messages which calls were never returned.

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REVIEW

Joel R.
Penn Hills, PA
Nov 14, 2019



I would just like to see the final product. Then I could give a better rating.

REVIEW

Glen B.
Pittsburgh, PA
Nov 09, 2019



We are very happy with the final product. The windows and siding look great. Getting to the finish line was a difficult process. The communication through the company was pretty bad. Everyone just kept saying it is summer we are busy and using that as an excuse for not contacting us for weeks on end. The windows were the wrong size when they arrived because of a communication breakdown. We were told every problem area we had would be okay through the selling process, only to have the installer tell us the problem areas would not work. Fortunately, we had the tools and ability to get the ladders out to modify the house so it would work. For someone who doesn't have the tools or ability to make the repairs, who knows what would have happened.

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REVIEW

Darlyne M.
Pittsburgh, PA
Nov 07, 2019



I was quite pleased with them.

REVIEW

Shirley K.
Allison Park, PA
Nov 05, 2019



Window World sent the best people to clean up and put my windows in.

REVIEW

Bill Z.
Pittsburgh, PA
Nov 01, 2019



I am very happy with their service.

REVIEW

John L.
Pittsburgh, PA
Oct 29, 2019



After the first cold night one of the panes of glass in one of the windows cracked. I called to see about getting it repaired and left a message. I never received a return call.

REVIEW

Jason S.
Tulsa, OK
Oct 24, 2019



It was OK experience. Scheduling the install was difficult to nail down and final timeline was far beyond initial expectations. Install took three separate appointments. Decent value for the price but I certainly had to work for it.

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REVIEW

Carl B.
Pittsburgh, PA
Oct 24, 2019



This was the worst company I ever dealt with. I had to wait 17 weeks to have them installed and I had to contact THEM about the status, then one of my bay windows was damaged when shipped, sat in the warehouse for 7 weekend was discoed until the day they were to be installed. then we had to wait another 5 weeks for that window, good luck in talking with anyone to get an answer, it was the manager is on the other lined will call you back, never happened, or I am new and I get you an answer, again never happen, worst customer service I have ever dealt with. Then when the windows were stalled they left and I had to spend over 2 hrs cleaning the glue, dirt and adhesive off of them, then they left mess outside, did not clean up any of the shingles and cut tin, left nails in drive way etc. If I could give them a negative number I would. This job took 5 long months for the contract being signed to finally being completed.

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REVIEW

Betty R.
Murrysville, PA
Oct 24, 2019



I am very happy with the windows, my house looks like a little cottage now. I am very thrilled with them. My daughter used them also and she is very thrilled with hers.

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REVIEW

Richard E.
Pittsburgh, PA
Oct 21, 2019



Good people with a great product!

Window World of Pittsburgh

REVIEW

Linda C.
Greenock, PA
Oct 18, 2019



We had several windows replaced and some special order windows done. There was a problem in the beginning with the special windows, but Window World corrected the issue and the windows are beautiful. I would recommend Window World to anyone needing windows.

REVIEW

Shirley G.
Greensburg, PA
Oct 15, 2019



I was flabbergasted at how quickly and efficiently they installed the windows.



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REVIEW

Brian B.
Pittsburgh, PA
Oct 14, 2019



I would not recommend Window World to anyone! Courteous yes but being professional does not include lying to the customer. I had to first call them to see if my windows were in. Confirmed they were and was told scheduler was on vacation and would call me to schedule installation. Two weeks later I had to call again to schedule installation and was told windows just got in when I had picked up one of the multiple windows two weeks prior. So that was a Lie! Had to wait almost another month to have them installed. She continued to lie when the installers never showed to install window and acting like she did me a favor by having another crew come in from out of town to take up my whole weekend. The first crew NEVER showed up on the day they were suppose to, when I contacted Window World to find out where they were they made up some excuse about a family emergency and going out of town without notice. The 2nd crew showed up 1/2 hour after the window time 8-10am and didn't bring enough supplies so had to come back a second day to complete a one day job. Wasted three whole days having windows installed. Lost money when I had to take a day off work and board my dog just to have them not show up. We asked multiply times to speak with higher up management but never got a call back. Now we have someone coming on the 21st to look at the mediocre installation job. I could go on and on but I am sure you get the picture. 1 Star is over rated!!!!



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REVIEW

Pearl D.
Mc Kees Rocks, PA
Oct 02, 2019



The installation crew was very nice. Did a great job on my windows. Would recommend them to others.

REVIEW

Cindy F.
Greensburg, PA
Oct 01, 2019



Everything was perfect from start to finish.

REVIEW

Carol K.
Mc Kees Rocks, PA
Sep 13, 2019



The installers were professional and very neat. They took care to protect my appliances and the work area. There was no damage to the window surround and I didn't have to repaint after the job was finished. A very good experience.

REVIEW

Bethany G.
New Kensington, PA
Sep 12, 2019



Absolutely awful company to deal with. I dealt with them for over a year to get mistakes fixed.

REVIEW

Barbara H.
Pittsburgh, PA
Sep 12, 2019



Everyone was polite and professional. They even sent someone out to pick up a bar for the door jam to seal the edge of the vinyl under the door jam.

REVIEW

Soyla M.
Elizabeth, PA
Sep 12, 2019



Everything was great. I would use them again.

REVIEW

Monica J.
Pittsburgh, PA
Sep 11, 2019



I have used them since the 90,s. I do find them to have quality windows and feel they are a reputable company. I have several properties and have used them more then once. I am satisfied.

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REVIEW

Sam T.
Pittsburgh, PA
Sep 11, 2019



This is the second time I've used them. The salesperson is excellent and the installer was excellent. I have no complaints. I would recommend them to anyone.

REVIEW

Kelly H.
Mount Pleasant, PA
Sep 07, 2019



I had a great experience with Window World. One of my windows was ordered in the wrong size, but we worked together to come up with a solution that benefited all of us. The installation crew took the new measurements, along with additional windows I decided to have done. The window that was ordered wrong from the first batch and then the second batch of windows were ordered and installed within one month. The installation crew was PHENOMENAL. I cannot say enough good things about how great these two men were! I felt bad they had to travel so far, from Ohio, but I wouldn't have wanted anyone else. They are THE best of the best.

REVIEW

Kim G.
Pittsburgh, PA
Aug 24, 2019



I highly recommend Window World for new windows, doors and siding. The company was professional in every way.

REVIEW

Randy A.
Pittsburgh, PA
Aug 22, 2019



Window World of Pittsburgh is a great company to work with. There's no pressure but they offer high-quality windows.

REVIEW

Rhea S.
Greensburg, PA
Aug 20, 2019



We were disappointed in the quality of the product and the issues that we experienced having our door installed by Window World. We don't feel like we received what we had been promised by our salesperson, and the experience was frustrating.

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REVIEW

Jerry H.
Wilksburg, PA
Aug 18, 2019



I don't live in Wilksburg I live in Pittsburgh. This is the reason why it took them so long to get a permit for installation. I signed up for windows in April it was stated to me that it would take 10 weeks from the down payment date to get my windows installed but I got my windows installed on 8-5-19. This was a problem and I didn't receive any type of communication form your company. Your company is great because I had several windows installed in the past, that is why I choose Window World, they do a great job, but communications need to be improved for me to continue to use your company. I am satisfied with the work that was done this time.



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