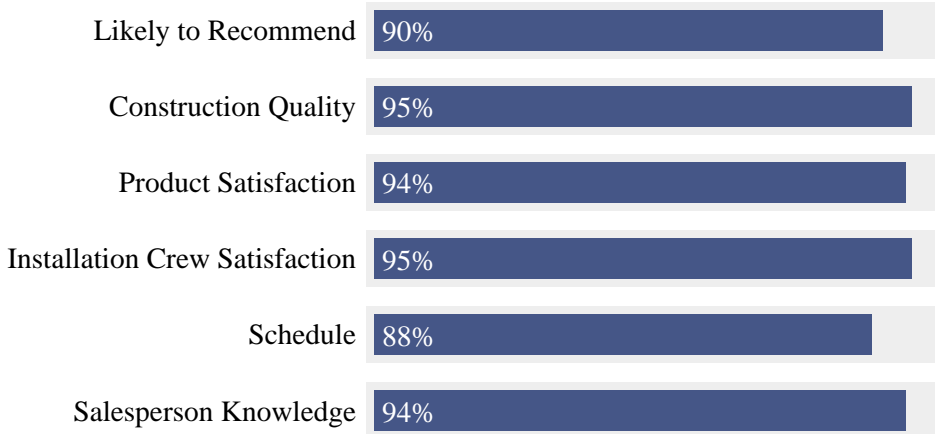


WindowPRO



Customer Feedback Summary

Of 2,662 customers surveyed, 1,474 responded



47705 West Road Suite
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(248) 305-1400
www.windowpro.com

GUILDMEMBER SINCE 2009

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Recent Reviews & Published Comments

COMMENT

Additional Comment
Apr 17, 2019

They were great! The windows are nice.

REVIEW

Deborah P.
Westland, MI
Apr 03, 2019



Everybody was knowledgeable, very friendly, personable and efficient in whatever part they played in the overall process.

COMMENT

Additional Comment
Mar 26, 2019

I can not think of anything that WindowPRO could do to improve their process.

REVIEW

CHRISTOPHER P.
Ann Arbor, MI
Mar 07, 2019



Excellent company to work with. Staffs exercise good communication skills, are professional and courteous. I enjoyed worked with everyone.

REVIEW

Daniel S.
Berkley, MI
Feb 05, 2019



The manufacturer of the products are from Ohio, they are Amish. I was very pleased with that, they know what they are doing.

WindowPRO



REVIEW

Cheryl M.
Livonia, MI
Jan 31, 2019



I am very happy with the entire WindowPro experience.

REVIEW

Franz H.
Sterling Heights, MI
Jan 18, 2019



Very satisfied and would recommend them, to anyone doing replacement windows. They were efficient, on time and did what they said they would do.

COMMENT

Additional Comment
Jan 15, 2019

I would like to recognize Michael and Josh our installers. We are very pleased and they completed the work in a great time. They even did some extra things for me.

COMMENT

Additional Comment
Jan 15, 2019

Everything went as planned. It was a great experience. You hear a lot of horror stories about window companies, but I am very satisfied with WindowPRO.

REVIEW

David W.
Canton, MI
Jan 11, 2019



Quality windows, quality installation.

Comment from WindowPRO

Thank you very much David. We appreciate the review.

COMMENT

Additional Comment
Dec 29, 2018

I'm happy with the quality of the windows and the installation crew was very neat and cleaned up thoroughly.

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REVIEW

Andriy B.
Farmington Hills, MI
Dec 03, 2018



In short - probably good windows (too early to tell), efficient and detail-oriented installation crew and very much so-so service. I had twelve Marvin Infinity windows installed in August of 2018. Sales process was traditional “buy now and you’ll save XXX” pitch. Nothing interesting here. Installation...

Comment from WindowPRO

We appreciate your business Andriy. Thank you so much for your patience and for allowing us to make this right. Our Service Manager Steve Sleeper and his assistant Jamie were glad to meet you today. We are glad your Project is complete to your satisfaction and please reach out to us in the future if we can be of any assistance. Thank you again, it's great working for you.

COMMENT

Additional Comment
Nov 29, 2018

They have a good set up.

COMMENT

Additional Comment
Nov 16, 2018

our new windows look Great! Thank you!

REVIEW

James Y.
Plymouth, MI
Nov 16, 2018



I am very happy with Window Pro/ Marvin windows - price and quality. Only problem was 2nd day of installation was not setup correctly and one piece of trim/sash was not available at time of installation. I had to call them back so they would finish, which they did - our new windows look Great! Thank you!

Comment from WindowPRO

Thank You, appreciate your business.

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COMMENT
Additional Comment
Nov 12, 2018

These guys were great and very knowledgeable.

COMMENT
Additional Comment
Nov 10, 2018

The team of Michael and Josh Garza did a great job, took time to do it right, and explained all as they went along. The site was cleaned up and old material hauled away.

REVIEW
William R.
Lake Orion, MI
Nov 10, 2018
★★★★★

From start to finish, the process of estimate to installation was very professional. Sales person explained all in detail, measuring was done on time, and the install was done to my satisfaction.

Comment from WindowPRO
Thank You, appreciate your business.

REVIEW
John F.
Shelby Twp., MI
Oct 26, 2018
★★★★★

The salesman lied about the installation, they lied about it twice. The quality of work is very good, but the communication is a lot to be desired. They said 8-10 weeks, turn into 16 weeks. Besides that the company does good work and I like the job they did.

Comment from WindowPRO
We do very much apologize it took so long to get your windows installed. We are usually within the 8-10 week time frame because all our windows have to be made to the openings on the home. Again, sorry.

REVIEW
Dejuane B.
Southfield, MI
Oct 24, 2018
★★★★★

WindowPRO is very professional and efficient.

Comment from WindowPRO
Thank You, appreciate your business.

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REVIEW

Curtis W.
Livonia, MI
Oct 22, 2018



Window pro installed 2 windows for us 6 years ago and we contacted them to replace another window this year. There were problems getting an issue fixed with the previous window, but they finally got the right man for the job. The installer did a fantastic job putting in the new window and fixing a...

Comment from WindowPRO

Thank You, appreciate your business.

REVIEW

Al L.
Wyandotte, MI
Oct 17, 2018



We had 21 windows and a sliding patio door replaced. Prices were competitive and we were happy with the Marvin Infinity windows. One minor issue was the length of time it took to install all the windows. We recognize it is dependent on the size of the installation crew. The small crew we had were...

Comment from WindowPRO

Thank you for the wonderful review, we appreciate your business.

COMMENT

Additional Comment
Oct 09, 2018

They are the best company that I have ever dealt with.

COMMENT

Additional Comment
Oct 03, 2018

They did a fine job.

COMMENT

Additional Comment
Oct 01, 2018

Windows look great, which is why I went with them.

COMMENT

Additional Comment
Oct 01, 2018

Install crew was top notch- the Garza boys were careful not to track any dirt into the house and cleaned up afterwards. Couldn't be happier with the install.

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COMMENT

Additional Comment
Sep 15, 2018

Respondent busy and uninterested in the survey. Said member did a great job and he would recommend them.

COMMENT

Additional Comment
Sep 05, 2018

They have quality people that work for them.

COMMENT

Additional Comment
Sep 04, 2018

Had work done at my house and that is why we chose them to do our son's house.

REVIEW

AI D.
Novi, MI
Aug 23, 2018

They did what they said they would do and were on time.



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