

Windows on Washington



Customer Feedback Summary

Of 2,328 customers surveyed, 1,465 responded

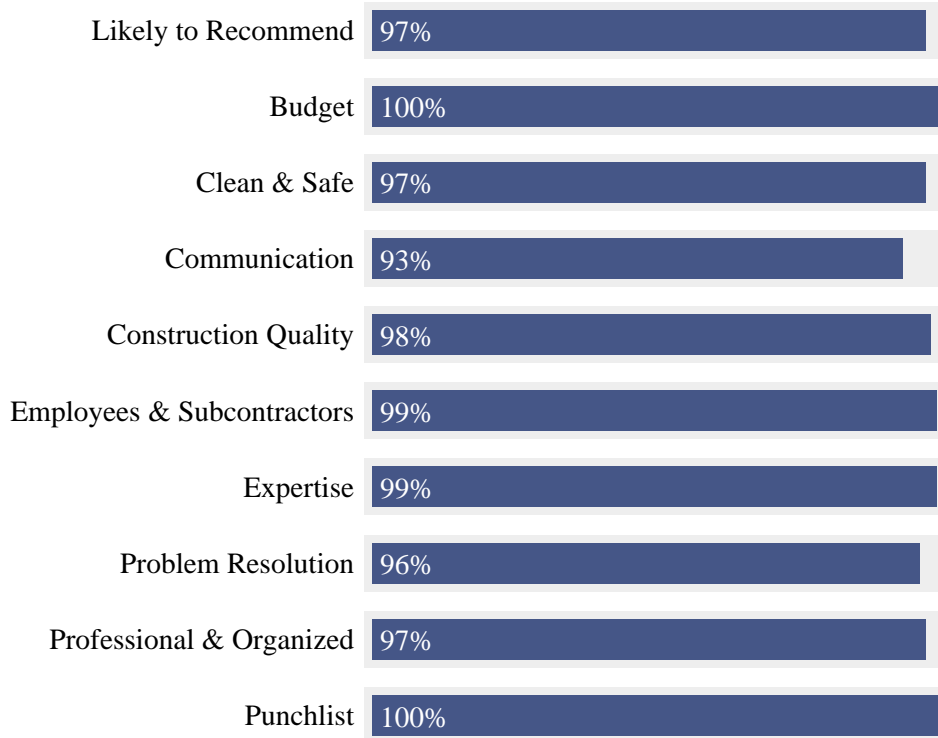
23465 Rock Haven Way
Suite 120
Dulles , VA 20166
(703) 378-1190

GUILDMEMBER SINCE 2013

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

We have surveyed customers on behalf of Windows on Washington in Alexandria, VA; Arlington, VA; Fairfax, VA; Silver Spring, MD; Ashburn, VA; Herndon, VA; Reston, VA; Rockville, MD; Springfield, VA; Falls Church, VA; and 153 other cities in Virginia, Maryland, District of Columbia and Florida.

In this report, Windows on Washington has published a summary of the customer feedback they've received since they joined GuildQuality in June 2013. In that time, 1,465 out of 2,328 customers (63%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.



Recent Reviews & Published Comments

COMMENT
Additional Comment
Feb 28, 2019
Prompt scheduling. Professional expertise

COMMENT
Additional Comment
Feb 24, 2019
They cleaned up everything and explained how to use the new windows.

COMMENT
Additional Comment
Feb 21, 2019
We were very impressed with Joon and his crew. They worked efficiently while taking care with the details.

COMMENT
Additional Comment
Feb 21, 2019
I am most satisfied with them overall.

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COMMENT

Additional Comment
Feb 20, 2019

They were easy to work with and I did not feel like I was being pressured into a sale or anything. I felt that the process was easy.

COMMENT

Additional Comment
Feb 20, 2019

I was most satisfied with the quality of the installation.

COMMENT

Additional Comment
Feb 09, 2019

The door is fabulous and the professionalism and friendliness of all of the people.

COMMENT

Additional Comment
Feb 08, 2019

The efficiency of installation and the lifetime warranty.

COMMENT

Additional Comment
Feb 07, 2019

Low pressure sales. Just gave a fair and transparent estimate. Great communications planing project. Install team were fantastic. Pleasant, professional, and cleaned everything up.

COMMENT

Additional Comment
Feb 07, 2019

Love our new windows! The entire process (sale, planning, installation) was professionally done. Couldn't be happier.

COMMENT

Additional Comment
Feb 02, 2019

They were very professional. They came when they promised. The quality of the work was excellent. They Cleaned up great.

COMMENT

Additional Comment
Jan 29, 2019

We are now signing a second contract with WOW. We are very satisfied with their work.

COMMENT

Additional Comment
Jan 23, 2019

Very personable and friendly sales. Office personnel were very responsive and professional. Schedule manager, who managed the installation, was very competent, responsible, and responsive in accommodating schedule, managing installation, meeting expectations, and addressing requests or concerns. WOW warranty and quality materials.

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COMMENT
Additional Comment
Jan 21, 2019

I was most satisfied with everything. Everything is great and turned out well. The product was great and the guys who were working on it were great as well.

COMMENT
Additional Comment
Jan 12, 2019

The project team leader, Young, was fantastic...and his team was hardworking, cleaned up nicely and were professional. Attention to detail was great! It was a very cold day...no complaining, just work to get the house closed back up and ready for the night.

COMMENT
Additional Comment
Jan 02, 2019

WOW exceeded my expectations. Every company talks a good game but WOW executes a good game.

COMMENT
Additional Comment
Jan 02, 2019

WOW's communication with the client is unsurpassed. From the day I visited the WOW facility to my providing this feedback, WOW has demonstrated a "Commitment to Excellence". We had a ripped screen on a window and, I misread and did not respond to an email from WOW requesting the window's serial number to get a replacement. After a while, WOW followed up to get the information to order the replacement screen. I think there are many companies that would not follow up with a non-responding client in this situation

COMMENT
Additional Comment
Dec 22, 2018

Responsiveness because I always knew what was happening with my project which made me feel secure and price which was more reasonable than other window companies.

COMMENT
Additional Comment
Dec 20, 2018

Very satisfied customer...well done.

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COMMENT
Additional Comment
Dec 19, 2018
The efficiency of the workers starting with the gentleman who came out to take the measurement to the installation crew who are so efficient and how neat they were in doing the job. It good to see how they took pride in doing their job. I will use this company again.

COMMENT
Additional Comment
Dec 13, 2018
Installation and expertise/experience. Quality materials. Good communication.

COMMENT
Additional Comment
Dec 04, 2018
I was most satisfied with the quality of the windows. As soon as they were installed I realized how quiet my home was. I never notice the noise before. I like how quiet it gets. I can not wait to get the energy bill to see how that will be affected.

COMMENT
Additional Comment
Nov 30, 2018
Professionalism, smooth process, quality

COMMENT
Additional Comment
Nov 27, 2018
The installation crews were very good and the quality of the windows, doors and siding were great.

COMMENT
Additional Comment
Nov 27, 2018
Communication was consistent, the schedule was on target, materials were exactly as specified, the install crew was professional, courteous, and super tidy.not

COMMENT
Additional Comment
Nov 23, 2018
Ownership. Sales process. Communication. Price. Skilled /clean installers. Follow up. Support

COMMENT
Additional Comment
Nov 22, 2018
Timely communication, clean work area, beautiful finished product

COMMENT
Additional Comment
Nov 18, 2018
Quality of product- install team was fantastic and left my home clean

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COMMENT

Additional Comment
Nov 07, 2018

First and foremost, the installation. The windows look great, work great, and the installation details (trim wrapping, interior caulking) are well done. Second, the short 'sales pitch'. We once dealt with the hard sale window guys...they didn't lose sale because of what they were selling...they lost it because of how they were selling it. Before I called Windows on Washington, I knew what I wanted (I wanted Okna windows)...I knew approximately what the price should be...I just needed the price. I was thankful the sales presentation was relatively short and not too 'salesy' and even more thankful there was no hard sell games.

COMMENT

Additional Comment
Nov 05, 2018

I am very impressed with them and they did a professional job.