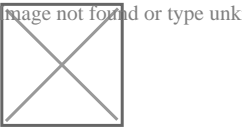
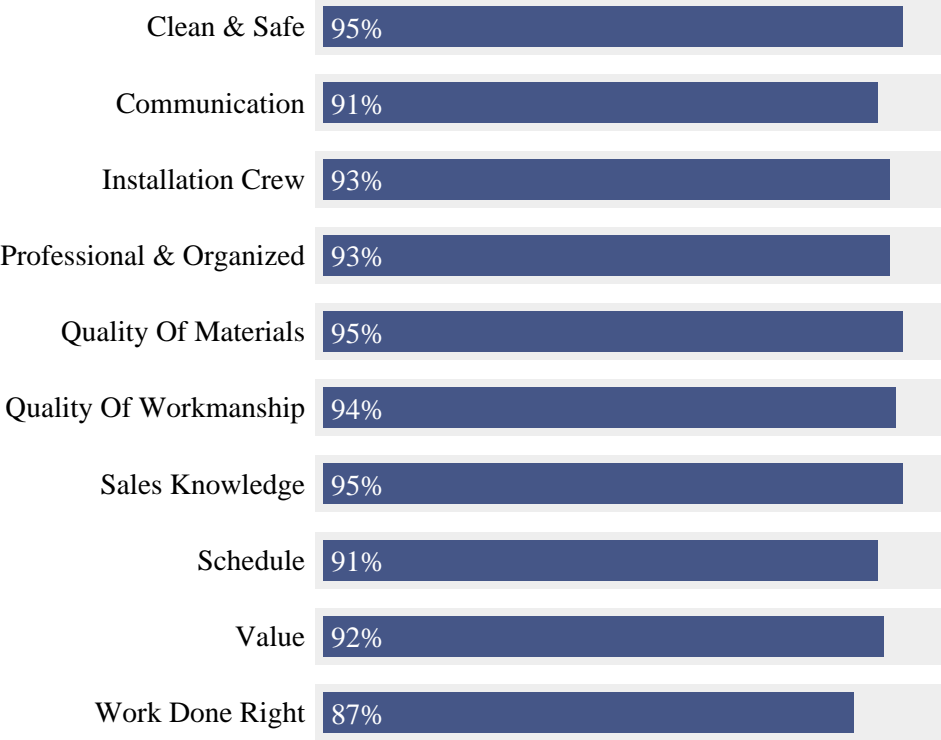


CUSTOMER FEEDBACK REPORT *for*  
**Glass Guru of Central Ohio, Inc**



### Customer Feedback Summary

*Of 2,603 customers surveyed, 797 responded*



195 Union St, Ste C  
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(740) 349-0871  
[www.TheGlassGuru.com](http://www.TheGlassGuru.com)

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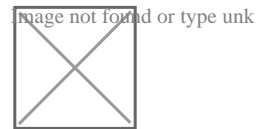
### Recent Reviews & Published Comments

REVIEW  
Lou G.  
North Royalton, OH  
Jun 01, 2019  
★★★★★

We were very pleased with the work done by Glass Guru to fix our foggy windows. The replacement glass looks great. We would definitely use again if needed.

REVIEW  
Amanda O.  
Dublin, OH  
May 28, 2019  
★★★★★

I have used Glass Guru for a few different projects and they have been professional and courteous. The window they fixed looks great and I plan on having them back soon for other projects.



CUSTOMER FEEDBACK REPORT *for*  
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REVIEW

Laime S.  
Solon, OH  
May 25, 2019  
★★★★★

Professional great job!

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REVIEW

Brenda S.  
Grove City, OH  
May 17, 2019  
★★★★★

We have had Glass Guru for several different jobs and have always been extremely pleased with the quality of their work!

REVIEW

Brandon B.  
Grove City, OH  
May 16, 2019  
★★★★★

Christian was a very friendly and quality installer. I would recommend his and the services of Glass Guru to others.

REVIEW

Jeff B.  
Westerville, OH  
May 16, 2019  
★★★★★

Had the salesman come out to examine all my windows and advise of which seals were broke and needing replaced. First he couldn't measure one "half-round" because it was up too high. So a second appt was needed. Second, he missed one in my dinette that I now have to stare at all fogged up every morning. If he had caught it, it would look as good as all the others they did. The work that was done, really does look great!

REVIEW

Jake G.  
Hudson, OH  
May 14, 2019  
★★★★★

We have had window panes replaced on 3 windows so far. the work has been well done. Pricing went up very significantly for the 3rd window which was just done. One pane cost us more to replace than the whole window had when we had it replaced.

REVIEW

Aaron M.  
Lewis Center, OH  
May 06, 2019  
★★★★★

Great company!



# CUSTOMER FEEDBACK REPORT *for* Glass Guru of Central Ohio, Inc

REVIEW

Greg G.  
Pickerington, OH  
Apr 20, 2019  
★★★★★

For the second time in the pst couple of years we called upon The Glass Guru for assistance with cloudy windows. They did a fantastic job and now all of our windows in our house look brand new!

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REVIEW

Bob R.  
Columbus, OH  
Apr 18, 2019  
★★★★★

Installer was thorough and professional.

REVIEW

Marsha E.  
Pickerington, OH  
Apr 16, 2019  
★★★★★

Arrived on time and had new window glass installed in a short time.

REVIEW

Eric G.  
Pickerington, OH  
Apr 06, 2019  
★★★★★

Everyone from the person on the phone, to the estimator, to the installer was friendly and easy to work. They all seemed knowledgeable. The quality of the materials seems good. The estimator was efficient. The installer was very organized and conscientious.

REVIEW

Igor M.  
Galloway, OH  
Mar 31, 2019  
★★★★★

Good price and well done work. Couldn't ask for more.

REVIEW

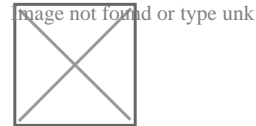
David T.  
Columbus, OH  
Mar 29, 2019  
★★★★★

Excellent company fast reliable used them several times highly recommend

REVIEW

Doug M.  
Galloway, OH  
Mar 21, 2019  
★★★★★

Very Good customer service and polite to match.



CUSTOMER FEEDBACK REPORT *for*  
**Glass Guru of Central Ohio, Inc**

REVIEW

Carol O.  
Columbus, OH  
Mar 09, 2019  
★★★★★

The owner came to give us an estimate, by himself with no ladder, and expected us to assist him in getting up on a second story roof. While the main installer was very helpful and professional, the person who was supposed to help him showed up an hour late, so he continued the work by himself. After the first rain, one skylight started leaking. It was successfully repaired within two days. They do not do their work in a safe and professional manner. The customer service person put off my complaints saying that only the owner could handle it. He has never contacted me to discuss our dissatisfaction.

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COMMENT

Additional Comment  
Mar 02, 2019

I am very satisfied and impressed with my entire experience with The Glass Guru. A company that represents what "doing good business and customer satisfaction" means to me.

COMMENT

Additional Comment  
Mar 02, 2019

Trevor went above and beyond what was expected by me to answer questions and inform me of details of the installation process. Trevor was extremely personable, professional and time efficient in his workmanship.

COMMENT

Additional Comment  
Mar 02, 2019

The excellent quality of material. The knowledge and skill of the installer. I was very impressed and satisfied with the exceptionally short amount of time that it took to clean up, prep and install my replacement glass.

REVIEW

Shaun H.  
Columbus, OH  
Feb 14, 2019  
★★★★★

glass job was done quicker than I thought it would be  
THANX



# CUSTOMER FEEDBACK REPORT *for* Glass Guru of Central Ohio, Inc

REVIEW

Kelly C.  
Lewis Center, OH  
Feb 06, 2019  
★★★★★

We were very pleased with the service from Glass Guru, from the sales rep who visited our house and drew up the estimate to the gentleman who performed the installation service. He was professional and thorough, quickly changing out our windows.

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REVIEW

Gary S.  
Columbus, OH  
Feb 01, 2019  
★★★★★

I felt a high level of confidence in GG from the moment a received a call from the scheduler for my appointment with a sales person to review my problems. The installation team were professional. One large section of glass that was installed was wavy and offered distorted views. I called, they made a complaint to the manufacturer and within 3 weeks we had a new piece of glass. I felt we received great service.

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REVIEW

Doris M.  
Twinsburg, OH  
Jan 24, 2019  
★★★★★

Knowlegelable

REVIEW

Kristin L.  
New Albany, OH  
Jan 23, 2019  
★★★★★

Excellent product and the installers were very helpful with my questions as were they professional and kind!

COMMENT

Additional Comment  
Jan 20, 2019

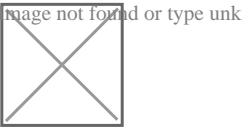
Wood had been glued and this made job very difficult and time consuming to install replacement glass. They found a solution and quality was top notch. I was never asked to pay more than quoted price made prior to discovery of glue. Class act and rare to see these days! Thank you Glass Guru!

COMMENT

Additional Comment  
Jan 20, 2019

I am a realtor and have referred you to three clients thus far. I appreciate your giving them a 10% realtor referral discount.

CUSTOMER FEEDBACK REPORT *for*  
**Glass Guru of Central Ohio, Inc**



COMMENT  
Additional Comment  
Jan 03, 2019  
Glass Guru was recommended to me by a realtor, I've let her know that we are completely pleased with the work and to continue recommending them.

COMMENT  
Additional Comment  
Jan 03, 2019  
Installation team was super, did a very neat, clean, quick job. Very nice to work with, an asset to the company. All communication with the office was quick and efficient.

COMMENT  
Additional Comment  
Jan 02, 2019  
how quick the installation was and the neatness, and everybody was very friendly and professional.

REVIEW  
Lewis M.  
Westerville, OH  
Dec 28, 2018  
★★★★★  
It was all good, Didn't want to fix the shattered glass but That's life!

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