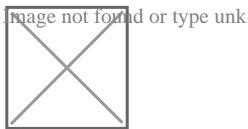
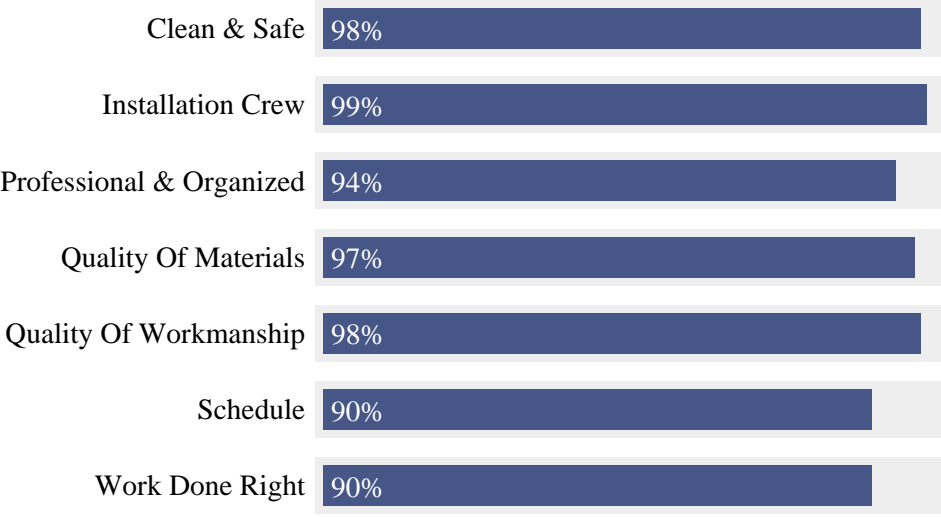


CUSTOMER FEEDBACK REPORT *for*  
**Great Lakes Company**



### Customer Feedback Summary

*Of 324 customers surveyed, 206 responded*



14690 Galaxie Avenue  
#100  
Apple Valley , MN 55124  
(952) 891-3400

**GUILDMEMBER SINCE 2014**

As a GuildQuality Guildmember, Great Lakes Company relies on our customer surveying to help them deliver an exceptional customer experience.

### Recent Reviews & Published Comments

- COMMENT  
Additional Comment  
May 19, 2015

They are one of the best companies I've ever used.
- COMMENT  
Additional Comment  
May 18, 2015

No area was not completed to our satisfaction. Gary is very thorough, sensitive to our questions and needs, personable and very knowledgeable.
- COMMENT  
Additional Comment  
May 15, 2015

We loved the door they put in. The quality was great that is why we chose them. We knew they were a good company.
- COMMENT  
Additional Comment  
May 14, 2015

I didn't expect them to get done in one day. They were efficient, worked together, were excellent and super friendly.
- COMMENT  
Additional Comment  
Apr 23, 2015

Joe treated me with respect and listened to my concerns and even gave me good advice.
- COMMENT  
Additional Comment  
Apr 14, 2015

The installers were just terrific. Professional, efficient, friendly, explained everything thoroughly, etc.



CUSTOMER FEEDBACK REPORT *for*  
**Great Lakes Company**

COMMENT  
Additional Comment  
Oct 07, 2014

The windows are really nice.

14690 Galaxie Avenue  
#100  
Apple Valley , MN 55124  
(952) 891-3400

COMMENT  
Additional Comment  
Oct 06, 2014

Good quality window

**GUILDMEMBER SINCE 2014**

As a GuildQuality Guildmember, Great Lakes Company relies on our customer surveying to help them deliver an exceptional customer experience.

COMMENT  
Additional Comment  
Jun 29, 2014

The windows were exactly what we were looking for. We love how they look and operate!

COMMENT  
Additional Comment  
Jun 13, 2014

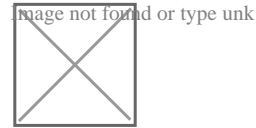
Brandon was very professional and friendly. He did a great job.

COMMENT  
Additional Comment  
Jun 07, 2014

We are already utilizing the bedroom for a visitor and he like we were impressed that it is a finished product with very minimal effort on our part. He appreciated the quietness! We have been having a very wet Spring, but the whole basement seems to be very comfortable (No little thanks to a faithful & fully functioning sump-pump.).

COMMENT  
Additional Comment  
May 15, 2014

All of the staff that I worked with were friendly, knowledgeable, and provided excellent service. The lead installer for my job answered all my questions as he was working, fixed door framing issues with my patio doors, and cut & put in one window stop so that I wouldn't have 3 different pieces of window stops. I am very pleased that he went to that extra effort and used some spare Oak wood that he had from previous job as leaving the existing ones would have detracted from the windows' appearance (i.e., there was original Oak window stop, another one in Pine from when the association replaced the windows 15 years ago with Alside, and then he would have had to put in another one).



CUSTOMER FEEDBACK REPORT *for*  
**Great Lakes Company**

COMMENT  
Additional Comment  
May 07, 2014  
I'm very satisfied with the project. I think the product is great for the price we paid for it.

COMMENT  
Additional Comment  
Mar 24, 2014  
I would like to recognize the installer he did a great job.

COMMENT  
Additional Comment  
Mar 20, 2014  
We were very pleased with the installer(s)

COMMENT  
Additional Comment  
Mar 20, 2014  
We have had a good overall experience with the company. In particular, we felt the installer(s) did a very good job.

COMMENT  
Additional Comment  
Mar 18, 2014  
I was most satisfied with the installation. The crew came in, were quick and did a good job.

COMMENT  
Additional Comment  
Mar 18, 2014  
I am not use to being that pleased with any company's work. I have recommend the company's services and products to many people.

COMMENT  
Additional Comment  
Mar 18, 2014  
The person who came and did the initial presentation as well as the two installers.

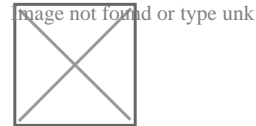
COMMENT  
Additional Comment  
Mar 18, 2014  
They really didn't fall short in any areas. I complain more than most of my friends because of the quality of work now a days but this whole project was excellent. The quality of work and service is something that I have not seen out of a company in years.

COMMENT  
Additional Comment  
Mar 18, 2014  
I was most satisfied with the first presentation, it was very professional. The salesman did an excellent job showing the product. The installers were very hard workers and totally cleaned up every night before leaving the sight. I was totally pleased.

COMMENT  
Additional Comment  
Mar 18, 2014  
I was most satisfied with the installation. The guys that were here were great, very friendly, clean and much appreciated.

14690 Galaxie Avenue  
#100  
Apple Valley , MN 55124  
(952) 891-3400

**GUILDMEMBER SINCE 2014**  
  
As a GuildQuality Guildmember, Great Lakes Company relies on our customer surveying to help them deliver an exceptional customer experience.



CUSTOMER FEEDBACK REPORT *for*  
**Great Lakes Company**

COMMENT  
Additional Comment  
Mar 18, 2014  
Overall I am very satisfied we like the windows they make quite a difference.

COMMENT  
Additional Comment  
Mar 18, 2014  
Yes, the two window installers. It was only about 15 degrees and it didn't bother them a bit. Great professionalism by both guys.

COMMENT  
Additional Comment  
Mar 18, 2014  
Window order and installation were perfect. Seem to be great windows. Insulated siding has kept the house warmer and more importantly, much quieter!

COMMENT  
Additional Comment  
Jan 30, 2014  
I did not have any problems.

COMMENT  
Additional Comment  
Jan 30, 2014  
I would like to recognize the main installer, he seemed to know exactly what he was doing. I would also like to recognize the initial salesman. They were both very knowledgeable.

COMMENT  
Additional Comment  
Jan 30, 2014  
I was most satisfied with the installation itself and the quality.

COMMENT  
Additional Comment  
Jan 22, 2014  
I love the doors, I was very satisfied with them.

COMMENT  
Additional Comment  
Jan 06, 2014  
I have been most satisfied with everyone. I appreciate all the work everyone has done so far.

14690 Galaxie Avenue  
#100  
Apple Valley , MN 55124  
(952) 891-3400

**GUILDMEMBER SINCE 2014**

As a GuildQuality Guildmember, Great Lakes Company relies on our customer surveying to help them deliver an exceptional customer experience.