



# CUSTOMER FEEDBACK REPORT *for* **Window Works**

REVIEW

Joseph V.  
Rockford, IL  
Oct 13, 2021  
★★★★★

WindowWorks is just like every other window and door company out there. The salesman was a liar. Ordered window and door in May. Promised install late July early August. August 27 door was installed. Scheduled install for window on October 8. Today is October 4. I just received a text message stating that my window did not pass QA. Please call # to reschedule. I called number. No answer. I had to leave voice message. **NOT VERY PROFESSIONAL AT ALL.** I wish I could get my money back.

570 E North Frontage Rd  
Bolingbrook , IL 60440  
(708) 844-8889  
[www.mywindowworks.com](http://www.mywindowworks.com)

**GUILDMEMBER SINCE 2012**

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

We have surveyed customers on behalf of Window Works in Chicago, IL; Naperville, IL; Bolingbrook, IL; Plainfield, IL; Aurora, IL; Orland Park, IL; Elgin, IL; Schaumburg, IL; Joliet, IL; Tinley Park, IL; and 384 other cities in Illinois, Indiana, Arizona and Wisconsin.

REVIEW

Allan N.  
Mundelein, IL  
Oct 18, 2020  
★★★★★

The company takes a long time to order the windows. I did not like that.

REVIEW

Raul P.  
Aurora, IL  
Feb 15, 2019  
★★★★★

Glass was scratched on a window, I can actually feel the wind blow through the frame around the window on another. Some of the vinyl joints around the glass are not fully bonded, leaving gaps. Also the windows themselves were dirty, and a lot of debris and dust from drilling and install all over the sills.

REVIEW

Daniel S.  
Downers Grove, IL  
Feb 05, 2019  
★★★★★



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REVIEW

Donna F.  
Naperville, IL  
Jan 31, 2019



WW Customer Service is not good. There is no quality in it, or in their scheduling department.

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REVIEW

William C.  
Chicago, IL  
Jan 29, 2019



It's hard to communicate with them to resolve a problem. The first installers were horrible

REVIEW

Jade T.  
Mount Prospect, IL  
Jan 26, 2019



Happy with the job. The only issue was the first crew came in assumed the house had lead and didnt want to do the test. Since they said the house is positive due to year built, we expect they would follow the proper precautions to isolate the rest of the houe from lead dust being spread. The team did not have enough plastic material so we had to cancel and rescheduling took a while. Finally the second team came and performed lead test which was negative and proceeded with the job. They covered our furnitures with plastic wrap. The team was informative and we are overall happy with the job. My windows look great!

REVIEW

Jessica S.  
Crystal Lake, IL  
Jan 14, 2019



Ty the installer was amazing!

REVIEW

Chandra R.  
Flossmoor, IL  
Jan 09, 2019



I just felt that they gave me the runaround. We were to get one product and did not. When the windows were installed there were several issues with them. The quality was not up to par.



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REVIEW

David N.  
NAPERVILLE, IL  
Jan 04, 2019



Except for not meeting their initial set install date we were satisfied with the workmanship and our overall experience with Window Works.

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REVIEW

Carmela M.  
Bloomington, IL  
Jan 03, 2019



We had shopped around for a few years being it is such a large home investment. The gentleman who came out was very professional and educated in regards to the windows. Thus far, 4 months later, the windows seem good. Noise levels seem lower and the house seems to be a bit warmer. The issue we did have was that the sample they showed had a 19 rating-with grids (which we compared to other companies we looked into was pretty comparable) but when they were installed, they were a 21 rating-without grids. I know you may think, what is the big deal? But when you are comparing and investing such a large amount of money in your home and you don't get what you thought it was suppose to be, it is a bit frustrating. We may or may not have gone with them based on the numbers. We were told that the manufacture informed them that because of the grid the numbers are different. I guess something a representative of the company should let the buyer know.... But we were never told that at the initial meeting. The company did compensate us 2% of the sale.



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REVIEW

Dorothy S.  
Lindenhurst, IL  
Dec 20, 2018  
★★★★★

I am completely satisfied with Window Works and the way my service was performed. The installation crew were very professional. They were considerate when working inside and outside my home. My home is more comfortable; also quieter. I would definitely recommend Window Works for new windows.

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REVIEW

Brian G.  
Bolingbrook, IL  
Dec 20, 2018  
★★★★★

We are very excited to have our new windows and doors done. They look amazing but more importantly our investment will show month to month on our gas and electric bills! Great value to add for any home that has drafty windows or doors. Our house was warmer immediately! Thank you Bryan Turnbo for helping us make this happen and to the install team for their professionalism as well. We would recommend Window Works for any of your upcoming home improvements. Brian & Deborah Glasgow

REVIEW

Clint C.  
Bellwood, IL  
Dec 19, 2018  
★★★★★

Overall I am very satisfied.

REVIEW

Gerardo S.  
Chicago, IL  
Dec 19, 2018  
★★★★★

They came in and installed the windows. They were quick and it was a clean installation. I only had two windows and the timeframe was accurate.

REVIEW

Deborah J.  
Chicago Heights, IL  
Dec 19, 2018  
★★★★★

The work they did was fantastic and they cleaned up after themselves. Just a professional team all the way around.



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REVIEW

Julie G.  
Barrington, IL  
Dec 18, 2018



I would never recommend Window works to anyone!  
Beware.

REVIEW

Rich G.  
Naperville, IL  
Dec 18, 2018



Very pleased with the entire sales to installation cycle.  
I will use again.

REVIEW

Nicholas H.  
Orland Park, IL  
Dec 17, 2018



Do your homework before choosing Window Works.  
In my opinion, once they get the check they don't care  
about the customer and what their issues are.

REVIEW

Aimee R.  
Joliet, IL  
Dec 13, 2018



Our salesman was not pushy and very understanding  
of our budget. He was knowledgeable and answered  
all of our questions. Also, he even came back the  
following day, after he already made the sale, to show  
us the sliding door sample (he didn't have it with him  
at our original sales call) because he really felt like we  
should get to see what we are buying. I felt the prices  
were fair compared to the three other companies we  
had out. We have had our windows and door for a few  
weeks now and I feel like they are a great value. We  
also had a repair issue right away and Window Works  
sent someone out **THAT SAME DAY!** The repairman  
was very nice and knowledgeable. He quickly made  
the fix and that was it! So far I feel like Window  
Works does stand by their warranty and I feel like we  
are going to be very happy with their product!

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Wisconsin.



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REVIEW

Mario P.  
Chicago, IL  
Dec 12, 2018  
★★★★★

I want this published. I purposely did not fill out previous surveys in hopes that my issues would be resolved but you keep sending me surveys to complete. Thus I am compelled.

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REVIEW

Vasyl O.  
Lincolnshire, IL  
Dec 11, 2018  
★★★★★

It's a very good company--so friendly and professional.

REVIEW

Deanna S  
Westchester, IL  
Dec 11, 2018  
★★★★★

The product is absolutely outstanding, the workers were excellent, the staff in the office need training and are difficult to deal with.

REVIEW

Robert C.  
Antioch, IL  
Dec 11, 2018  
★★★★★

Great work! You get what you pay for.

REVIEW

Lillie B.  
Chicago, IL  
Dec 11, 2018  
★★★★★

I am very satisfied with their work. I love my windows.

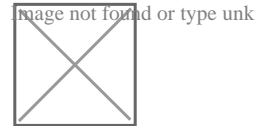
REVIEW

Riley T.  
Homewood, IL  
Dec 11, 2018  
★★★★★

I was totally satisfied!

Comment from Window Works

Great!



CUSTOMER FEEDBACK REPORT *for*  
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REVIEW

Jeremy H.  
Chicago, IL  
Dec 10, 2018  
★★★★★

Make sure your job is done right before they receive payment because they will never come back and finish the job.

Comment from Window Works

We apologize to hear that you have something incomplete. Someone will reach out to you about this right away!

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REVIEW

Henrietta E.  
South Holland, IL  
Dec 10, 2018  
★★★★★

Very timely and very professional! Friendliness and cleanliness!

REVIEW

Galaxie R.  
Dolton, IL  
Dec 10, 2018  
★★★★★

Do not use this company.

REVIEW

Philip C.  
Huntley, IL  
Dec 08, 2018  
★★★★★

All the installers where qualified. The last installer (TY) went out of his way to make sure that we were happy and satisfied with the correction he made and he asked if there was anything else he could do to make us happy with our window purchase.