

July 31, 2011

Dear Better Windows Online,

Thank you so much for the outstanding job you did in replacing some windows in our home. We could not be happier with the outcome. Using high efficiency windows, you converted a west facing, second floor room from a sauna to a usable room and it will surely lower our electricity bill.

We bought our house in May and noticed that this room was always about 15 degrees warmer in the afternoon regardless of how high the AC was turned on. We talked to Pat Hebert and he was great at educating us about the efficiency difference in various windows as well as the cost. He quoted me a very competitive price but what I really appreciated was the information he brought without being overly aggressive in selling a job.

I literally didn't contact Pat again until early July and told him that I wanted to go execute the work if the price was still good. Not only did the price still stand, but they were able to get a craftsman to our home within 24 hours to re-measure the window and order the windows that day.

Shortly after the custom windows arrived, Better Windows Online contractors completed the job in a five hour session. They arrived on time, did an excellent installation job, and left the site better than they found it. From matching the exterior color to hanging our blinds and installing the curtains, we could not be happier with the outcome.

Needless to say, as we continue to replace the windows in our home, we'll definitely be reaching out to Pat and the Better Windows Online Team. Their customer service, competitive pricing, and quality craftsmanship are outstanding. They did an excellent job and we could not be happier.

Thanks again,

Quan Nguyen

Plano, TX homeowner