



CONSUMER RATINGS

2nd Step to Buying New Windows



Ask for References... You have evaluated your existing windows and decided to replace them. Now it is wise to have a sensible and simple plan of action to make your purchase. Consumer Ratings recommends taking these 7 simple steps to help make your purchase easier and more satisfying.

7 Steps to New Windows

- 1) Visit a Local Showroom
- 2) **Ask for References**
- 3) Schedule an In-home Appointment
- 4) Ask for Energy Star Ratings
- 5) Ask for Design Pressure Ratings
- 6) Ask to see the Warranty
- 7) Get a Written Contract

Step 2 - Ask for References:

In this article we explore the 2nd Step of the process of buying replacement windows for your home or business – Asking for References.

By now your list of potential contractors to replace your window is shorter because you have taken the first step to buying new windows:

1. Visited showrooms and selected only contractors you feel comfortable having work on your home

Now it is time to get - and check - references from everyone you are considering for this project...

Getting references from every replacement window specialist you are considering to perform this project is a smart way to insure you will be satisfied with their work when your project is completed. This is especially true for window replacement where we trust the company we hire to protect our home and loved ones from weather and intruders.

Standard Reference Types Required by Consumer Ratings Best Buys for Replacement Windows:

- Past Clients in Your Neighborhood
- State License
- InstallationMasters Training Certification
- Better Business Bureau
- Local Chamber of Commerce

Don't be afraid to ask a contractor for references of their work in your neighborhood!

A well established, experienced company should be prepared to show you an impressive list of references. Quality windows and professional workmanship backed by reliable service over a long period of time generates long satisfied customer lists. No lists or short lists could be a warning sign of customer dissatisfaction.

Better yet, it may be wise to ask people who you respect if they have replaced the windows in their home and who they hired for that project. You may learn a lot from the experience they had during the replacement of window in their own home or business.

Don't forget to ask a window replacement specialist or any general contractor for State & local licenses, trade affiliation memberships and by all means check a contractor's Better Business Bureau rating.

- If they don't have or cannot provide local references they should NOT get your business.
- If they can't provide a Contractor's License for your state they should NOT get your business.
- If they can't show their InstallationMasters Training Certification Card they should NOT get your business.
- If they don't have a Better Business Bureau rating they should NOT get your business.

Consumer Tip:

Consumer Ratings recommends you ask for, receive and check local references provided by each window specialist you are considering for this important project!

- **Make sure any contractor you hire is properly licensed**
- **Ask to see their Liability Insurance Certificate**
- **Ask for and Check Local References of Past Clients**
- **Get their Better Business Bureau Rating**
- **Find out about their status with your local Chamber of Commerce**
- **Ask if they are affiliated with a local Remodeling Association.**