

News Release

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FOR IMMEDIATE RELEASE

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Window World ranks “Highest in Customer Satisfaction with Windows and Patio Doors” in J.D. Power study

America’s largest exterior remodeler stands out in warranty factor

NORTH WILKESBORO, N.C. — Window World®, America’s largest replacement window and exterior remodeling company, earned the ranking of “Highest in Customer Satisfaction with Windows and Doors, Three out of Four Times in a Row,” according to the J.D. Power 2016 Windows and Patio Doors Satisfaction StudySM.

The result of more than 2,600 surveys of customers who purchased windows or patio doors in the previous 12 months, the data showed Window World with 841 points out of a possible 1,000, a twenty-four-point improvement over its 2015 score. This number represents overall performance based on five factors: appearance and design features; operational performance and durability; ordering and delivery; the price paid for products and services received; and warranty. The warranty study factor is where Window World scored highest.

“We are extremely proud of the entire Window World family for not only earning this ranking once again, but for improving by such a large margin,” said Window World CEO and Chairman, Tammy Whitworth. “The increase showcases Window World’s dedication to its customers and its commitment to continue improving its service and products.”

The study’s average satisfaction score with windows and patio doors was 811 this year, up from 803 in 2015. Other key findings show recommendations from professionals, past experiences, and in-store product displays are among the most influential sources of information for consumers purchasing windows and patio doors. Additionally, 70% of buyers are seeking replacement windows, compared with 21% conducting a remodeling project and 5% performing new construction.

This latest recognition enhances a growing collection of accolades for Window World, including the ninth year in a row its windows have earned the Good Housekeeping Seal. As one of only two companies in the home improvement industry to offer windows with the Good Housekeeping Seal, Window World takes pride in the peace of mind it is able to offer its customers, including a lifetime warranty supplemented by the Good Housekeeping limited warranty. “We strive to offer the best experience throughout the exterior remodeling process,” added Whitworth. “That doesn’t stop at the install, but extends to long after our products are inside your home.”

Learn more about Window World’s warranties at <http://bit.ly/WWWarranty>. For more information regarding Window World, visit www.WindowWorld.com.

About Window World®

Window World®, headquartered in North Wilkesboro, N.C., is America's largest [replacement window](#) and [exterior remodeling company](#), with more than 200 locally-owned [offices nationwide](#). Founded in 1995, the company sells and installs windows, siding, doors and other exterior products, with a total of over 11 million windows sold to date. Window World is an ENERGY STAR® partner and its window products have earned the Good Housekeeping Seal for nine consecutive years. Additionally, through its charitable foundation [Window World Cares®](#), the Window World family provides funding for St. Jude Children's Research Hospital®, where it was named New Corporate Partner of the Year in 2010. Since its inception in 2008, the foundation has raised over \$7 million for St. Jude. Window World, Inc. also supports the Veterans Airlift Command, a non-profit organization that facilitates free air transportation to wounded veterans and their families. To begin your exterior remodeling project today, visit www.WindowWorld.com or call 1-800 NEXT WINDOW. For [home improvement](#) and [energy efficiency tips](#), décor ideas and more, follow Window World on [Facebook](#) and [Twitter](#).

Window World received the highest numerical score among 16 companies in the J.D. Power 2016 Windows & Patio Doors Satisfaction Study, based on 2,628 total responses, measuring the experiences and perceptions of customers who purchased windows and/or patio doors in the previous 12 months, surveyed January- March 2016. Your experiences may vary. Visit jdpower.com