

Testimonials

May 24, 2014

The person that came out to do the quote was very nice and personable. He understood I didn't have a lot of money but really needed a new window. He measured the window. The quote I got was more than reasonable. I went for it. A couple of days later another person came to measure the window to make sure the measurements were correct. I'd say about 3 weeks later the installers came. They were on time, professional, and answered any questions I had without hesitation. The window I had in looked like it was as old as my house. They took it out and had everything done in about 3 hours. I can actually see out my living room window. There were two parts missing but the installers fixed it until the parts are available. I know I won't have to call them. The installer was very honest. Told me what I should know and what not to do until the parts come in. If I ever need anything else I most certainly will call this company first since everyone else had such high quotes. I wish I would have called them a lot sooner. Words do not express how happy I am. A big thank you to everyone at Hess Windows!

- **Diane C.**

Allentown, PA

April 29, 2013

Dear Mr. Bonacci:

It has been 3 weeks since our new Hess replacement windows were installed in our home and we had to tell you how pleased we are. We never thought new windows could be exciting, but they are! The windows, themselves, are great quality and the ease of cleaning is unbeatable!

However, it's not just the windows that we are so pleased with. The installation and capping of the windows enhances the look of our home. Dealing with Matt, Kevin, and the installation crew (Steve, Terry, and two other gentlemen who we do not know their names), has been great. Everyone was professional, courteous, neat, and a pleasure to have in our home.

We had looked at several other companies for replacement windows and decided to go with Hess, not only because of the quality and price of your product, but also because it was like a breath of fresh air dealing with your company! There was no 3 to 4 hour presentation or "hard sell" to deal with. The windows were shown and explained to us, and all of our many questions were answered with no hesitation.

Our original bow window had 5 panes and we were concerned about losing glass because of the amount of vinyl on each pane. Matt was the only one who mentioned that we could change the bow to 4 panes, thus giving us more glass in each pane. We decided to go with the 4-pane bow window and we just love it! Another deciding factor to go with Hess was that only a damaged pane- not the entire bow window- could be replaced if the need ever arose (example: a stone or BB hitting a pane).

In the end, we would not hesitate to recommend Hess windows to anyone. And, if you like, please feel free to use us as a reference; you will be highly recommended!

- **Tom & Judy T.**

Allentown, PA

April 22, 2014

Hess Windows replaced 13 of our older 1950s era windows with Seaway Encore white vinyl double hung windows, two of which were obscure glass for the bathrooms. They also capped the exterior window frames. We paid an additional amount for lead containment.

Hess did a wonderful job from estimate to completion. They were very professional. There is a bit of a wait from the time of ordering until installation, which was explained at the time of the estimate, because they do not use subcontractors, so scheduling their crews can take some time.

- **Colleen D.**

Bethlehem, PA

April 2, 2014

The entire experience was excellent. Our salesman was very knowledgeable and helpful. Pointed out little details and made the process very painless. They were patient and understanding when it came to installing the door. Had a very snowy winter and when door came in and was ready to be installed had about foot of snow/ice on deck. Once we cleared the deck enough and the ice melted the installation was scheduled promptly. The installer was on time and did a wonderful job. Looks great!! We had only one concern with the installation that was taken care of quickly and with no hesitation at all. We absolutely love our new door. Everyone we dealt with were very helpful, and courteous. When we are ready to install a new front door and new windows we have no question who we are calling.

- **Debra B.**

Macungie, PA

March 10, 2013

I just wanted to let you know how pleased I am with the windows that were installed in my home recently by the Installation Team from Hess Windows.

The entire process was seamless from the time you and I first discussed the installation process until final the completion date.

This was a large amount of money for me to spend on my home and one is always cautious about selecting a contractor for the job. I have to say that after talking to you I felt very comfortable in selecting Hess Windows for the job. The workmanship was excellent and the windows look great.

Spending this amount of money is like spending money on a high class meal. If the food is

excellent and you get enough of it you never complain about the price because you leave satisfied.

Please add my name to your list of well satisfied customers.

- **Gregg B.**

Tamaqua, PA

July 12, 2012

It was a pleasure doing business with Hess Windows & Doors. The excellent workmanship and promptness of all that was done. I love my storm doors, after 52 years of the previous, I guess I should. Ha! I'm sure these doors will have their purpose for a long time to come. The workers were all so very nice, and I felt comfortable with them. I will recommend Hess windows to anyone.

p.s. sorry I forgot to mention the screening for my patio. EXCELLENT!!

- **Marilyn R.**

Allentown, PA

June 22, 2012

Dear Mr. Bonacci,

It was truly a pleasure having your company work for us. We absolutely love our 11 new windows. You must be commended for having such a top-notch company. Everyone was terrific; starting with Ray Harrington who was extremely professional and knowledgeable along with a super personality. We can't praise the installation crew enough. Their workmanship was impeccable; and the cleanliness was unbelievable. Everything was perfect when they left our home.

Please feel free to give our name and telephone number to any prospective customer. We will be very happy to recommend your company to anyone.

Again, we would like to extend out most sincere thanks for a job well done. We are so happy that we chose HESS WINDOW COMPANY.

- **Daryl & Bill Z.**

Tamaqua, PA

2012

Dear Jeff,

At some point in everyone's lives we develop a passion for pastimes that we love. Swimming or hiking. Hunting or fishing. Dancing or drama! Through the years a group of people began to enjoy their hobby by forming a chorale group. This group evolved into the Nuremberg Community Players.

As you know much perseverance we acquired a permanent home. You have become a integral part of making this pastime and dream come true.

We have had many people step forward to help with labor or monetary donations. But no one has been as extraordinarily generous as you and your company has been. You employees were exemplary in the quality of work they delivered. The work was highly professional. The areas in which they worked were left impeccably clean. The new windows have truly given us a new perspective on our surroundings, and will help us to maintain the integrity of the building.

Kudos to Hess Windows for an outstanding job!

As we continue to renovate and when our "wall of fame" is complete your name and that of your company will be placed in a honorable position.

Many thank form all our members.

Sincerely,
Emerson C Lidenmuth, President
- **Nuremberg Community Players**
Nuremberg, PA

January 11, 2011

Dear Mr. Goodwin:

I'm writing to let you know that I am official a huge fan of Hess Windows & Doors. Your crew was very punctual- actually showed up a few minutes early both days- and they immediately got to work. They were friendly, efficient and neat, just as you promised. My wife and I are thrilled with our new Seaway windows. I had received estimates from you and two other local companies, and I can see I made the right choice. Thanks so much for a job well done. You guys are exceptional.

- **Thomas W.**
Allentown, PA

October 5, 2009

Jeff and the entire staff,

We want to thank you all so much. The windows are spectacular! We can't believe we won the contest but now that we actually have the windows and doors it's like a dream come true! Everyone has been great! The installers were very professional and courteous! What a great group you have! We will recommend you to all of our friends! THANKS FOR EVERYTHING!

- **Kim & Jim Gangaway**
Northhampton

November 29, 2007

Friends at Hess,

Earlier this week we had a sliding patio door installed in our home. I am writing to thank you for the professional service and especially the quality of the installation. I believe the installer's name was Steve, although I was not home at the time and did not meet him. His work was exemplary and he was very courteous to my wife while working, answering any questions we may have had. He even noticed a potential problem with the siding J- Channel and by quickly drilling a small weep hole he probably saved us some problems down the road. Honestly, I am fairly handy DIY type and Steve was the first contractor in our house since it was built. I am very glad we chose to go with you and Steve doing the installation (although my pride is a little hurt because there is no way I could have done such a good job).

In addition Steve noticed a small problem with the door and pointed it out to us and then reported it to you. Another of your employees, who was just as courteous, showed up today to take a look. He confirmed the problem and said it would be taken care of. This is terrific service. We chose your company based on nothing more than the fact that you have been in business for so long and also by the way we were treated when we came into the store. We actually came in just for ideas and a price. Quite frankly, we just liked what we saw and made the decision right then and there. That is something I rarely do. I will tell anyone who asks where they should go for doors and windows.

Please feel free to mention this note to any of your potential customers.

Highest Regards,
- **Carol & Ron B.**
Kutztown, Pa

07-25-05
RE: Steve's Crew
Dear Jeff,

My wife & I would like to take the opportunity to compliment Steve & his crew of Richard, Andy, and Shane. We were extremely impressed with their workmanship, customer skills, and attention to detail. We have been in the process of re-modeling our 25 year old log home since April, and have had a number of contractors come & go. They could not compare in terms of the professionalism & journeyman skills of Steve and his crew.

You could tell these men take personal pride in their trade, which our home now reflects. They are in effect your best marketing tool when it comes to customer friendliness & quality workmanship. I hope they are well compensated as I intend to recommend your company by word-of-mouth in the future. Hope you & your staff have a profitable '05.

- **William C.**
Danielsville, PA

Dear Sirs,

I just had to write to tell you of our experience with your company. Last winter we attended the Home Show at Ag Hall in Allentown. When we walked in, your display was right there. We decided to "just look". We knew we were not ready to buy yet, but we wanted to see what was available to us. There was a young lady at your display that came over to talk to us. We explained we were in no position to buy at the present time, and that was fine with her. She graciously took the time to explain the windows, installation and benefits of getting Hess Windows. I wish I remembered her name, but I am sorry to say I don't. As we walked around the Show, we saw other window displays, and by the end of the evening we knew which windows we would be getting. We finally called this fall, and your salesman came to our home on October 6th, and we ordered our windows. Once the weather got really cold out, we thought we would not hear from you until Spring. Well, in the middle of December the installer called and said they would be out next week. Well, let me tell you, I panicked! Here it is 4 days before Christmas, the house is totally decorated, and they decide to put windows in. My husband was home from work when they came, I wasn't. I was at work stressing out over how my home would look for the holidays. I was positive they would be in the middle of the job and probably not finish until after New Year. I called home at lunch time to see if they had made any progress at all. Can you imagine my total surprise when Robert told me all windows (all 9!) were in and they were trimming them. I knew he must have been mistaken. When I arrived home at 5:00 I was prepared for the worst. Imagine my surprise when I walked in and no one could ever tell they had been there! The house was spotless, nothing was left laying around, and there was nothing left in the yard either. There was not one iota of anything that we had to do. Every window fit exactly where the old one was. There were no walls or window sills to repair. If we would not tell anyone there was work done, they would not know it. I actually had to go over to the windows to make sure they were in. You sent four installers that did a phenomenal job. I, myself, did not meet them, but Robert couldn't praise them enough. Please be sure to tell Andy, Steve, Mike, and Willie how much their workmanship was appreciated. Not only were they excellent workers, but extremely polite also. I think it is very important for a company to know what kind of people they have working for them - and you can be very proud of these four men. All in all, the whole experience from beginning to end was great. Please pass along thanks to your display person, your salesman, your receptionist(who Robert called to check on our installation date) and especially your installers.

- **Alice & Robert C.**

Quakertown, PA

I wish to commend to you of the efficiency and dedication of your employees in installing the fourteen vinyl windows for our house. The first day on the job, I couldn't believe how quickly & efficiently they removed the old windows and installed the Seaway windows we bought.

In particular I wish to compliment the leadership of Blain on the first day of the installation. Within 2 & 1/2 hours all fourteen windows were installed after stripping of the old windows and recovering of aluminum trim had began.

The next day Blain came back alone to complete all the aluminum trim. He worked steadily by himself and performed an excellent job of presenting a fine looking installation.

I hope you appreciate what a craftsman you have in Blain. He does work as if it was his own house. He is dedicated to his work and the customer. I hope you know what a good man you have.

In fact, if I had known him beforehand I could have gone on vacation and left my belongings to his trustworthy care.

- **Joseph K.**

Whitehall, PA

Dear Hess Windows,

We would like to say thank you for the experience we have had with your company in the daunting task of replacing all the windows in our home. From meeting you all at the home show to the installation, the process was refreshing. In the showroom, Jeff took the time to explain all aspects of the process. Matt, our sales rep was courteous and patient when we met to discuss specifics. And finally please pass along kudos to your installation team. I believe Steve and Mike were the gentlemen here most days, there were others on the team but I can't remember their names. They were courteous and explained and helped with any questions we had.

- **Kenrick and Jodi S.**

Schnecksville, PA

11/2/2013

an appointment was scheduled when the doors were ready. Men arrived as scheduled and did an excellent job from start to finish. They were very professional, friendly, and did an excellent job. They know how to hang a door!

This is not the first door Hess has installed in my home. I've always had excellent work, professional, honest, fair people who are customer oriented--not easy to find anymore. Several of the doors they've installed in the past were not standard-size, easy installations, but they made it look easy. Why wouldn't I return to a company like that?

I highly recommend this company for you know when the job is finished, you will be very satisfied. It's good to work with people who get it right the first time!

- **Sarah K.**

Allentown

10/24/2013

I always been very pleased with their service, and what they did for me. They are an excellent provider. I have used them in the past, and if I needed anything else, they are the first people I would call.

- **Thomas E.**

Allentown

May 25, 2013

We had the glass crack in a double hung dual pane window. We contacted several installers but Hess was willing to replace only one window. The salesman showed up promptly, gave us some suggestions and then a price. There was no pressure involved. We then decided to replace a second window in the bedroom to have them match. The salesman measured the window opening, but then Hess sent out an installer to double check the measurements to be sure they were correct.

The windows had to be ordered. They came within the time frame given by Hess and an appointment was set up for the next day. The installer, Steve, showed up on time and was very helpful in explaining the operation of the new windows. The installation was done very quickly and professionally. He even was able to match some trim using paint he carried with him. He left the bedroom and the garage area where he worked just as clean as when he started.

While going in and out of the garage Steve noticed a slight misalignment of the door and he offered to adjust it, which he did at no extra charge.

We were extremely satisfied with the entire experience and would definitely use them again as well as recommend them to friends

- **Ralph K.**

Schnecksville, PA