

Testimonials

[Steven Wagner](#)

2 months ago

I had a terrific experience with Overhead Door Company of Washington. My door spring broke unexpectedly and they arrived within 24 hours of my calling them. Their service technician, David Smith, was excellent. He was very polite, knowledgeable and repaired the door promptly. I highly recommend them and will be sure to use them again in the future.

[John Wiant](#)

3 weeks ago

When I called to ask for a price to fix my garage door, the guy said, "It is \$300 for new springs and we'll include a complete tune up." Then, the service guy said he could not fix the door based on the rusted hardware and rotted bottom rail of my door. I told him I could fix those things and he said, "Oh good, in that case.....it will be \$120 now and that will be credited towards whatever you decide to do next. Someone will call you and come out here again." Fine. Then, a salesman came out trying to sell new doors for at least \$900. So, I fixed my door's problems and called them back. THEN: They said, "I don't know WHO you spoke with, but we don't do springs for that amount, it will be much more and we will NOT credit you the \$120 you paid before." I call that BAIT and SWITCH. Obviously they are only interested in selling new doors. They would have given me a credit if I bought a new door / but there was no mention of that originally.

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Response from the owner - 3 weeks ago

Mr Wiant - Certainly after 43 years in business, we take every customer experience very seriously and are very concerned if things don't go right. We have researched your entire situation, and have to say the business was conducted within our policy and in the best interest of you as our customer. The first call was handled as promised with the price being provided to replace your springs with same-day service on a Saturday for \$295. The mechanic showed as promised and determined that your door required additional work that was beyond your description given to our service rep on the phone. At that time, a decision was made to provide you with the opportunity to purchase a new door or replacement section with substantial warranties rather than spending a great deal of money to repair an old wooden door. This was not only an economical consideration, but one that addressed the potential dangers in attaching all of the tension of your garage door to a rotted bottom section. This issue was disclosed on your work order which you signed. We scheduled a salesman to meet with you on the very next business day and left you with a complete proposal. More than three weeks later, we received a call from you requesting that we now return to replace the springs at the original quoted price, deducting \$120 that was collected at the first service call. It was explained that the price quoted was for a single service call, and we would not be able to provide the requested credit. At that point, your first grade principal's treatment became clear and your treatment of our employee became unacceptable and now has caused you to falsely accuse us of some bait-and-switch operation. The fact that no one in this company allowed you to bully them into providing bad service or inferior repair work is what our company has been built on. The fact that you did some repairs on your own would not in any way eliminate future liabilities for us if the door failed after we completed our service. With that said, and not considering the fact that your final words to the

young lady trying to resolve your matter was full of profanity and disrespect, we have refunded all money and we will spend our time serving customers that appreciate and value the quality of our service and the quality of our people. Contrary to the letter you wrote, there will be no riot act in our lunch room. Further, if you would have answered or returned any of the multiple calls made to you, this could have all been avoided.

[Jack Snyder](#)

5 months ago

Mr. Bill Vincent came out from Overhead Door this morning to replace a garage door motor. He was timely, efficient, professional, patient with my questions and very helpful. It was a very impressive customer focused event for me and I am very appreciative. Bill is a tremendous reflection for Overhead Door. Many Thanks, Jack Snyder

[M Sams](#)

A month ago

Our condo purchased a commercial door for our underground garage. It has been over 4 weeks and the door has yet to be repaired. The problem was poorly assessed initially. Once it was reviewed again, more parts needed to be ordered. Like others we thought this company was one of the best and we were willing to pay the greater prices. However, they have not lived up to their reputation. It just goes on and on....

Response from the owner - a month ago

Mr. Or Ms. Sams, Can you please provide us with additional information regarding your condo so that we are able to look into this issue. The delay you are describing is not typical and we would like correct this as quickly as possible. We take these comments very seriously and would like the opportunity to discuss this further with you. Please contact me directly at justinwhite@overheaddoorgroup.com or 301-937-1800 at your earliest convenience. - Justin White

[Ahren Graham](#)

3 weeks ago

My wife and I had a weeknight emergency that required immediate assistance. Even though it was late in the evening, Charles at Overhead Doors came to the rescue. He was able to fix our situation so we could leave for work in the morning without having to call out. We feel extremely fortunate to have had such great service in a moment of need. Anywhere else I would have had to leave a message, hold off till morning, and then probably miss a day of work waiting for a rep to show. This was the best customer service that we have received in a long time. Feeling refreshed.

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[Scott Bryan](#)

a month ago

First class experience from top to bottom with Overhead Door Company of Washington DC. The doors were installed on time and fit our budget. The fit and finish looks fantastic and they operate very smooth and are whisper quiet. I highly recommend them for all of your commercial or residential door needs.

[BJ Radhe](#)

3 weeks ago

Overhead Door has such unique and wonderful customer service. They have hard working employees that take pride in their work and follow through on their service. I highly recommend using Overhead Door for any door repair service or new installations.

[Bill Peterson](#)

6 months ago

I had spoken with Jerry Moore and found him to be the most incompetent person I had ever met. He could not seem to get anything done correctly. I ended up getting our project completed with another company due to how inept he was. This pompous idiot should be fired.

Response from the owner - 5 months ago

Mr. Peterson, Can you please provide us with additional information pertaining your project. We searched all of our records and cannot identify information that indicates what company you work with or what project you are describing. We take these comments very seriously and would like the opportunity to discuss this further. Justin White