

I am posting the following documentation of my experience with Best Choice Windows/Best Choice Home Improvements in the hope that I can get this experience out of my system. The following is my personal experience with this company, and my impression of the company.

#### Documentation of window installation experience and timeline

Windows installed on 8/3/2006 & 8/4/2006 by Best Choice Windows (Best Choice Home Improvement)

8/3 – Living Room window (largest window) incorrect, vents too narrow (measure at 16”). The narrow vents, combined with the height of the window, wobble and stutter instead of sliding open and closed. Installation supervisor alerted me to the problem and agreed that the window did not, and would not work correctly. Installation supervisor stated he didn’t know why those (narrow & tall vented) windows would be ordered or made because they “never” work right. Dining Room window also incorrect (vents too small), but in good working order (window not as tall as LR) – no request for replacement made of Dining Room window.

8/4 – Salesman called (Darrell Duffy), denied ordering wrong sized vents, he was very argumentative, rude, and raised his voice. Continued to insist that I had ordered that window. The conversation was not productive and ended with him saying he would come over and look at the window. I called back to try and have a different representative assigned to my job, after being so poorly treated by Mr. Duffy I did not think I could work with him and did not want him in my home. I asked to speak to Lyuda the receptionist but was transferred back to Mr. Duffy who continued to yell and not listen to me; he was very angry and yelling so fast I could not understand him. At one point I raised my voice and said “Stop”, he paused, but then continued with his tirade. I requested several times to speak with someone else; eventually Mr. Duffy shrieked “I don’t like your attitude” and transferred me to Steve. Steve advised me to have the installers trim out the window, but with the understanding that it would most likely be replaced. Window trim was completed that day. I withheld \$1000.00 (17%) from the final payment to ensure the job would be completed, Ray Morton (the owner) agreed to this hold-back. Note: during the sales presentation and ordering process my partner and I were very clear

that ventilation was the biggest priority for us, specifically saying we wanted big vents. The salesman pushed for a big picture window or an upper picture window with lower vents. My partner and I were of the same mind; we wanted full side vents on both sides of the window, like the other vinyl windows on the surrounding houses (all have 24" vents). At the time the salesman left we believed we would be getting full sized (24" or larger) vents in the Living Room window if we ordered from Best Choice.

I ordered primed trim, but the trim installed was not primed. One screen has a small .5" tear; installers note it and say they will bring back a new screen. This screen has not been replaced, though the installation supervisor was reminded of it by me on both the trim installation day and on the window replacement day.

8/7 – Mr. Morton called me at my place of work and initiated the following conversation:

Me: Coordinating Center, this is Elaine

Ray: Elaine, it's Ray – you sound cute!

Me: OK, hi Ray.

Ray: But you don't like guys, do you. (said as a statement, sounding jocular)

Me: ummmm, no ... no, I don't.

Ray: Yeah, you told me that – you said you have a whatisit life-partner?

Me: yeah, Leslie.

Ray: So you wouldn't go for me (something like this – I was reeling)

Ray: I've turned a lot of women off of men.

Me: Ray, this is the single-most unique conversation I've had all day.

I can only assume he was joking, I have no idea why he chose to bring my sexuality into this. He said that I would get a replacement window and we agreed on 24" vents. He closed the conversation by saying "I bet you love me as much as you can love any man".

8/9 - Lyuda calls to schedule the window replacement for 8/21

8/21 - Window is replaced, between the panes of glass in the center panel of the window (window is XOX) there is a smear located across the top right corner. I continue to withhold final payment until the windows are fully installed and in acceptable condition. I speak with Ray on the phone and he berates me, alternately accusing me of not having the money and wishing to "jerk him around". After the conversation I was very shaken, and felt sick to my stomach.

8/21 11:00am I leave a message for Lyuda asking if the window manufacturer would be there same day or should I go back to work, I call again in the after 2:00pm and am told the manufacturer will call me in a couple of days.

8/22 - When closing the right slider of the new Living Room window the window and the window frame do not fit together. The window, when seated flat in the bottom track and in the closed position meets the window frame (left side track) at the bottom, but there is a gap where daylight is visible at the top. When measured (the left edge of the window against the right outside edge of the window track) the difference between the top and the bottom is .5". The window must be pushed in at the top to lock, leaving the lower right edge hanging above the bottom track instead of resting on it.

8/23 - Called Best Choice and asked Lyuda who to email the pictures of the window to. Sent the following email, along with a PDF with pictures of the window, to [service@bestchoicewindows.com](mailto:service@bestchoicewindows.com) at 9:45a.m.:

Ray,

Last night when I closed the new window I noticed that I had to push the top half toward the wall (to the left) to make the lock align. When the window is seated flat against the bottom track there is a gap at the top, when the window is fully closed and locked

there is a gap at the right edge of the bottom track. I measured the distance between the bottom and top of the left edge of the window to the right edge of the window frame and the difference is .5". When the window is closed but not locked you can see daylight through the gap at the top.

I have attached a PDF containing pictures of the window.

Please advise me of what you will do to correct this problem.

Elaine Haig

8/24 Lyuda called and left a message on my cell phone asking me to call her back and schedule the repair (8/25, 8/30, or 8/31)

8/25 I called and spoke with Steve; Lyuda was out of the office. I left a message asking for a Wednesday appointment.

8/28 I called at 11:30 am to confirm Wednesday repair appointment. Lyuda confirms the Wed. appointment and says she will call me before she leaves for the day today and confirm the time. Lyuda did call back later and confirm an am appointment.

8/30 Called CertainTeed at 8:38am, spoke with Trisha, should be called by MJ later this week to schedule replacement of middle pane, pane should be finished and ready to go tomorrow (8/31)

8/30 continued: house painter noticed two window caulking issues when pressure washing the house in preparation for painting: front bedroom window caulk has  $\frac{1}{2}$  to  $\frac{3}{4}$  inch bubbles across the bottom of the windows, bubbles appear to be deeper than just surface imperfections, dining room window caulk down right side of window is  $\frac{1}{2}$  inch thick and wavy with depressions as much as  $\frac{1}{2}$  inch thick. House painter recommended removing caulk and redoing. Called Best Choice and left message stating what house painter had found, stating that I wasn't trying to "mess them around" and stating that someone would be home next Tuesday, Wednesday, and Thursday and that I would like it if someone would come and examine the window caulk and give their opinion on whether it needed to be replaced.

9/4 – installation/repair crew show up unannounced at 2:00pm on a holiday (Labor Day). I had specifically requested Tue. – Thur., they came on Monday without my OK. Lyuda had left a message on my work phone (on a national holiday) asking that I call her and OK the visit. I was surprised and unprepared for their arrival. Installation lead says the bubbles are caused by the concrete block the house was built with. They poked holes in the bubbles and caulked over them and added additional caulk to the dining room window.

9/5 – Called CertainTeed and was told the window would be installed on the 12th, this date will not work as I am unavailable to be at home then. Due to the extended amount of time I have had to take off to deal with the window issues I no longer have paid leave time available and the window panel will have to be replaced on my schedule. This is my third call to CertainTeed, each time they have promised that I will be contacted within 2 days, CertainTeed has never contacted me.

9/6 – CertainTeed confirmed window panel would be replaced on 9/8 at 8:00am.

9/7 – Took photos of new gaps (3) in caulk above main Living Room window and emailed them to Best Choice. Called and spoke to Lyuda, I asked if it would invalidate the installation warranty if the house painting contractor filled the gaps with caulk. Lyuda said it wouldn't invalidate the warranty. I asked her to reply to my email confirming what she said, she agreed to.

9/8 Lyuda did not respond to my email and I resent it with the following message:

Yesterday on the phone

Luta

agreed to respond to the email saying it was OK for the painting contractor to fill the holes in the caulk. As I did not get that OK in writing the painting contractor was unwilling to fill the holes. This morning a third (edit: it is the fourth, not the third) hole has appeared above the same window. Representatives from CertainTeed replaced the center panel of the window today, and

gave their opinion that the caulk should not have shrunk this much in 2.5 weeks

This needs to be repaired. I will be home for the remainder of today. I will not take any further time away from work to deal with these windows. Advise me in writing via return email when this will be repaired.

Lyuda responded and scheduled Chris to come and inspect the work at 6:00pm on 9/12

EDIT: 9/18

9/12 – Shannon came to the house at 6:30 (he called to let me know he'd be late). He and I inspected each window inside and out. He added caulk to the exterior of the large livingroom window and the interior of the bathroom window. Together we agreed on the following repairs: Repair of the gap around the interior dining room window (spackle), adding caulk to the exterior of the dining room window to even out the appearance, replacinig/repairing the screen in the SW corner bedroom window. In regard to the interior dining room window (where there is a 1/4 to 1/2 inch gap around the trim where no patch or finish work was done) I asked Shannon "is this indicative of your company's level of finish work?" He said that it wasn't and he could understand why I would want it finished.

9/18 having not heard back from Best Choice Windows for a week I called to ask when Shannon would be scheduled to come out and make the agreed upon repairs. Lyuda has scheduled him for Friday afternoon.

## COMMENTS

Oh my goodness! That is just stupid, don't people take pride in their work anymore? Don't companies realize that customers tell EVERYONE they know when they have a bad experience! I am so sorry you are having to deal with all this. I hope it will all be resolved quickly.

Posted by: [Ginger](#) | [September 11, 2006 at 03:56 PM](#)

Oh ... GAH. I'm so sorry.

Posted by: [Rabbitch](#) | [September 11, 2006 at 04:45 PM](#)

Thanks for your kind responses. I am still very upset by this, it's been going on for over a month. The calls have become abusive to the point that I send photographic proof of problems before I call, and I try my best to only speak to the receptionist. The salesman and the owner of the company have both yelled at me, yet when the pictures prove the defects there are no apologies for my time and the toll of their abuse.

Posted by: [Elaine](#) | [September 12, 2006 at 10:02 AM](#)

Oh, man. That is a horrifying tale of completely unprofessional behavior. What the hell was that whole conversation with Ray about? I wish you a smooth, rapid and complete recovery from the trauma. Ye gods.

Posted by: [moiraeknittoo](#) | [September 12, 2006 at 10:06 AM](#)

Better Business Bureau. Licensing Board. Lawyer. All sound like good places to send your write up -- and your pictures!!!

So sorry. What a mess.

Posted by: [Kathleen](#) | [September 13, 2006 at 12:06 PM](#)

First off, "Ray" is really dipping his foot into a serious fire with any comments about your personal life. It is none of his business and inappropriate for anyone conducting business to do that. He had no right to ask you about having a life partner--if a contractor would ask me personal questions about my husband and I, I am sure I would not have been as graceful as you! Secondly, Ray sounds like a psycho! And moiraeknittoo is right, call the Better Business Bureau, an atty and the licensing board...Hopefully things start going smoother for you!

Posted by: [Rhonda Davis](#) | [September 14, 2006 at 08:44 PM](#)

Mercy! What a horrible experience. That Ray needs to be fired. And the owner of the company is an idiot. I agree, BBB, lawyer, licensing board.

I also really appreciate the sentiments that wish you healing and recovery from this trauma. It's tough not to let that take over.

Bless you.

Posted by: [rubberducky](#) | [October 27, 2006 at 06:51 AM](#)

I had Best Choice Windows come by (Duffy) a couple of days ago to give us a quote on replacement windows. Today I decided to punch their name into google to see what I could find and your blog entry was at the top of the list.

They beat the competition's prices by \$2k and I was just about to call Duffy to finalize the deal when I found this blog entry. Ugh. I'll email you to get more information, but this certainly sounds like a deal breaker to me.

Thanks for posting your experience.

Posted by: [Me](#) | [November 03, 2006 at 10:44 AM](#)