

FAQs

Who needs to be present the day of my in-home consultation?

A: The day of your in-home consultation, we ask that one of the homeowner's or decision makers is present to meet with our sales representative. Many times our sales representatives will have questions that will need to be answered to assure the proper products are quoted.

If I bring my measurements in to your showroom, will someone be able to give me a price?

A: Technically speaking yes, however we generally refrain from doing so because the way you measure may or may not be the way Woodland would measure therefore it can cause confusion and ultimately errors in what is quoted. We will help you estimate the cost, so you can plan your budget. We'll do our best to give you a price range to work with.

Can I expect a proposal at the end of my sales appointment?

A: Generally, your sales rep is able to provide a written proposal before leaving your home. There are some instances however where product has to be quoted from our vendors. In that case, we will have to get back to you with a quote, generally within 24-48 hours depending on the manufacturer.

Do you offer FREE ESTIMATES?

A: Yes, we offer FREE ESTIMATES. What this means to you is that we will come to your home and examine the existing windows, measure the openings, and give an estimate based on the size of your openings and the options you are looking for. Please contact us at 630-529-DOOR (3667) to schedule your appointment today or fill out the Request a Consultation form on our website.

We're DIY people, can I install replacement windows myself?

A: Some homeowners do install their windows if an insert window is an option for their project. Insert windows install directly into an existing frame of the window being replaced. The frame needs to be square, in good condition and of the same size as the new window. Other types of replacements can be difficult unless you have previous experience replacing windows. Manufacturers supply installation instructions.

Can I get an estimate for the cost of the windows and a separate estimate for the installation of the windows?

A: The estimate you need to create a budget should include the cost of the 'installed window or door'. This is essential because the window choice, your home and the installation requirements are inextricably linked. Estimates can be created for contractors and DIY homeowners who wish to purchase the replacement windows or doors to install themselves.

What does a vinyl replacement window cost compared to a composit or wood/clad window?

A: Vinyl-frame windows are the most affordable of the three – as little as half the price of comparable wood-frame versions. For the right application, vinyl is a good buy.

Can you offer us additional savings if we replace all the windows at one time?

A: We call that the 'time management discount' sales pitch. It's a tactic to get homeowners to spend more than they might otherwise be ready to spend. Woodland uses a precise job costing system that allows us to price our installations by window openings, not the number of windows you buy, like most of our competitors. Our customer's receive great pricing and consistent installation quality.

Do you have a list of jobsites that I could visit to see some of the work that you have done?

A: Yes, we update our website with the addresses of jobs that we have completed. Click on the customer's near you selection on our website or go directly to <http://woodlandwindows.com/Customers-Near-You.aspx>. If you'd like more detailed information about our jobs such as the cost and products installed go to our website. <http://www.woodlandwindows.com/gallery/homeowner.html>

What is the difference between a replacement window and a new construction window?

A. Actually, they are the same except for how the window is installed. The window options you choose will vary by the type of window being replaced.

Why replace my windows?

A: There are any number of reasons why homeowners replace their old windows including; repair, energy efficiency, beauty, improving the interior or easier maintenance. Modern window frames cut air infiltration down to almost zero and, when used with high performance glazing (glass), you can lower heating and cooling costs. Or just to enhance and update the look of your home or certain room.

Are there low-maintenance window options available?

A: In some respects, all modern window replacements will offer lower maintenance than your old windows. Wood windows now have clad exteriors. Fiberglass and composite replacement windows are extremely durable and contain a hard finish that lasts. Vinyl replacement windows are virtually maintenance-free and are made of a material that resists cracking, denting, chipping, fading or peeling.

Does Woodland use sub-contractors for window and door installation projects?

A: All of our installers are Woodland employees. We staff a full-time service department always available to answer questions. We employ over 20 full-time installers, some that have been with us for over 10 years.

How long can I expect it to take your installers to replace my windows?

A: Generally, our installers can replace 3-4 full frame replacement openings per day and 6-10 insert replacement units per day. There may be exceptions to this, depending on the work that needs to be done.

Are there any limitations regarding the number of windows you will install?

A: Woodland will install as many windows as the customer needs. No job is too large or too small.

Will I be able to reuse my window coverings with my replacement windows?

A: Window treatments that have an outside mount will often still fit your new window. If the window covering have an inside mount, replacing the window frame could be a problem because the new dimensions may be different. Window treatments may or may not work. that can be answered better after we see what windows you will settle on for your project.

How much smaller is the window opening for an insert?

A: About 1 1/2" on all sides. This allows the window to be put in the existing frame.

We have an old house with double hung original wood. Can we keep the historical look without spending too much?

A: Tilt Pac Double Hung Sash Replacement System by Marvin gives you the least labor-intensive solution. This solution includes the opportunity to upgrade to a clad-wood exterior. If the frame is not in good condition, you can choose other cost saving options to closely match your historic home.

Do we have to replace our windows with the same style we have now, such as double hung, picture or casements?

A: Changing a window style to better suit your lifestyle, such as replacing a picture window with casements to allow for ventilation can usually be done. Our salesman who come to your home a very good at recommending new windows concepts that may add light or other features to enhance your room.

Will the replacement windows match my house style and color?

A: Today's options for replacement windows are plentiful. Woodland offers styles for virtually any home and custom colors to match an existing color palette when desired.

Do I have to replace all the home's windows in order to match or just the ones that have failed?

A: Woodland can help you find a replacement window that closely matches your existing windows, so you won't have to replace all your windows at the same time. Additionally, if the interior and exterior trim is in good condition, there maybe insert replacements that can be installed directly into the existing frames.

What is the difference between an insert and a full frame window?

A: Insert windows install directly into the existing window frame of the window to be replaced, allowing you to reuse the existing frame, exterior trim and interior casing. These can be used if the window is square and in good condition. If the entire window is deteriorating, the best option is for a full frame window replacement. This includes replacing the sash and frame.

Do you offer specials like buy 4 and get 1 free, like your competitors?

A: Woodland does offer specials throughout the year and those translate into real savings to the current price. We don't use sales tactics to keep you from comparison shopping. We know we offer brand name products and services for fair and competitive prices.

I'm planning on having the windows and doors in my home replaced, however I will have to do the work in phases. How can I be assured that the work quality will be consistent for future phases?

A. The products we offer are manufactured for long-term use. Our sales representatives will make sure that the product(s) that are ordered for your current phase matches what was sold to you and installed on previous phase(s). Our installation team is continuously trained to ensure consistency. We have a system in place, with a mindset to manage water properly on the exterior of your home or building, therefore giving your windows the performance that is required of it, and to give you an aesthetically pleasing installation.

Does Woodland offer financing for my window and door project?

A: Yes, financing is available on install jobs only for qualified customers. It is a 12-month same as cash (with monthly payments). Please contact your sales representative or our accounting department at 630-529-DOOR (3667). The finance amount is after a 40% deposit is made.

I'm ready to proceed with the window project that was quoted to me, what do I need to do to start the process?

A: Once you are ready to move forward, you will need to sign the contract. Along with that, each job requires a 40% deposit.

Will Woodland pull any permit that may be required by my town or village?

A: Woodland is licensed and bonded in towns where we do business, however most towns require homeowners to obtain local building permits, where required. This should be checked with the local building department by the homeowner and is the homeowner's responsibility to secure any required permits. Woodland will not pull permits for jobs, however we are available to help answer questions regarding the process of applying for permits.

Does Woodland install windows and doors in the winter?

A: Yes, Woodland installs windows and doors year-round. This is actually our favorite time to install because our customers experience an instant benefit from having new energy efficient windows and doors. Our installers follow specific guidelines when completing winter installs to minimize the cold that comes into your home. Our installers will block off the work area(s) as much as possible, ask that you reduce the heat (to limit heat loss), and work room by room. There is a minimal time lapse between when the old window is removed and the new window is installed in the opening. Only one window is removed at a time until a new window is placed in the opening.