



"We've done your homework for you."



Dear All Star Products of Northern Illinois, Inc.:

Congratulations! We know you've worked hard to accomplish your high level of customer satisfaction, and we at Best Pick Reports appreciate your efforts. Attached you will find a sample of what your customers had to say about your work this year.

Thank you for all of your hard work, and we look forward to working with your company in the future.

Sincerely,

The Best Pick Reports Team

I've used All Star twice. They replaced windows. I was satisfied both times. I'd use them again, and probably will in the spring. I would recommend them also.

They put windows in. They handled that well. It was one window. I would consider using them again if I needed to.

They replaced all my windows. They handled that wonderfully. I was happy with everything. They were on time, and they cleaned up. And it was real nice.

It was OK.

It was OK. They did a door. They were easy to work with. It was all fine and dandy. I actually had them bid on putting in a bay window, but their price was way out of line.

They did a good job for us. I would use them again. What stood out about the company was that the prices were great. They were very dependable. The technicians were very professional, very friendly, and very knowledgeable. They installed windows. The windows have held up very well. They've done very well for us.

They replaced all the windows in the house and did all the trim siding. The house was sided in aluminum, so it was just the trim. They did a nice job in an appropriate amount of time. We have referred them to others.

They did windows. They replaced about five or six windows in my kitchen and my basement, and they did a wonderful job. That was the first time I had used them. I gave them a small job at first, just to see how they would do. They did a great job, so I gave them even more to do, and they again did a marvelous job. I mean, they really impressed me.

They did work for us three years ago. We got new windows. We are very satisfied. In fact, we'll probably call them for more windows.

All Star did just fine. They replaced a bunch of windows. It was done in one day. The cleanup was excellent.

They put in some windows. They handled that OK. I was happy with everything. Some other people in the building used them, so I did too. It wasn't all the windows; it was just the two rooms I have windows in. The other rooms have sliding doors.

They replaced a door for us. On a scale of 1 to 10, 10 being the best, I'd probably give them a 6 or 7. They were reasonably priced, and they did good work, but at less than a year later, they needed to recaulk. I'd give them a B.

They came and replaced our windows and did a very good job. They did all the windows and some doors. They did a good job. I was very happy.

They did some work for me. They replaced windows. They're an excellent place, and I'd do business with them anytime. I would refer them to somebody else. We had a slight problem, and they took care of it right away. They do quality work.

They did the windows for our entire townhouse community. I've actually used them for many years. As CEO, I used them for a variety of my buildings. Actually, they're always on time, do a great job, and are cheaper than anybody else. All of our jobs go out to bid, but they win every time because they have their own labor, their own staff. If I had a project today, they'd get the bid.

All Star did my windows. They were wonderful.

They put some windows in for me. They put in about ten. I was satisfied with their work. I am not satisfied with the windows themselves. A lot of cold comes through them. They are not as insulated as I thought they were, but that's not their fault. I think it's just the window. I would give them a B. I would refer them to somebody else. They are nice people. It wasn't the question of them as much as it was the question of the windows.

All Star installed new windows. What stood out was the quality of their work, the details, and the cleanliness. They were working in our house in the middle of the winter, and they were careful about putting down drapes and stuff. The overall quality was good. They were efficient.

They put new windows in. I think they did a great job. Everything's OK now, but in wintertime I'll really see. I've been happy with everything for right now, but I'll see how it holds up in the wintertime.

They did the installation of our storm windows. This is going to be our first experience with the windows this year, so I can't make any assessment as to how effective they have been as compared to what I had for the past 40 years. As far as the installation work, they did an exemplary piece of work. They did a very nice job. I would use them again. I certainly would recommend them to others.

I recall them coming out in November of '08. They were fine. They were very accurate in their timing and everything else as far as coming out on time and finishing the job all in one day. We were greatly pleased. I would recommend them to other people.

I thought they were great. They took off the wood siding that I had, added extra insulation, and then put on the siding and windows and gutters and downspouts. It was a big job they did. They finished that job in an appropriate amount of time. I would absolutely refer them to others.

All Star was a construction company, and they did work for us. They must have put in the windows. The windows are up, and everything's fine.

They were out a year ago. They put our windows in. I was more than satisfied.

I would give them a very positive rating. They did windows for us. They replaced a window. Like 20 years ago, when it was owned by different people, they did all the windows, and then a few years ago they did one. I would recommend them to someone else.

I was very satisfied. I'm in Florida, but I had them put in windows for my mother-in-law's apartment in Chicago. We set it up, and they did it, and they did a great job.

All Star Products did the windows. I forgot the guy's name, but there have been no problems with the windows. I am satisfied with the work they did.

They did some window replacement for me. I was just going to call All Star. Nothing major happened. The work was good. I have no complaints with the work. They do a lot of work for the condominium association replacing most of the windows. I was going to call about a semi-complaint I just noticed. The channels they put in have air leaks. I was going to question whether I had to caulk it or whether they forgot to caulk it. It's kind of a minor thing. Up to this point, everything they have done for me in the past I haven't had problems with. We had a call from the manufacturer because of the windows sticking, but that was not an installation problem. All Star has been pretty good. They do good-quality work. They are dependable, as far as I know. I'll call Max now and see if I have to do the caulking or if they want to send somebody out to caulk. I'd give All Star an A-.

They've done some work for me. They did a door replacement and several windows. It was top-shelf work all the way. All around I would consider myself very satisfied with their work. I

would refer them to somebody else. I think the quality and the final result is the most important thing, but all of the people were also very personal and nice.

All Star did window replacement. They did good. Overall, I was satisfied with them. They ended up doing a good job. A few times I had to put my foot down. They were trying to skip some steps, the installers, and I had to tell them that was not according to the contract. You have to do exactly what's in the contract, and then after I put my foot down, eventually they ended up doing what I wanted. I was happy with the outcome.

I had all my windows done, and they were great. Everything was fine with the measurements and installation. They did not have to come back out for adjustments. I would recommend them to someone.

They replaced our windows. They did a very good job. They did a good cleanup. Everything was very well done. I would refer them to other people.

They replaced the windows and doors. They handled it great. I was happy with everything. I would sure use them again if I needed to.

All Star, we purchased our windows from them. They put them in for us. I am satisfied with everything. They did a great job. I would use this company again, and I would recommend them to other people. We tried to use them, but we had some new construction. They told us it would be better if we used our contractor. But we actually have tried to use them again, and I'm sure we will in the future.

We had our windows done. It seemed pretty good. They were very nice, and the windows seem okay. I am getting a slight draft on one window, I think. I don't know if it needs some extra caulking or something. I plan to call them about that. Otherwise, it's all right. It's a slight issue, nothing major. Their work was fine. We know the guy that's there, and he's very nice. When we call him, it won't be a problem.

We had windows done in May of last year. They were great. They did most of the windows. That was my first time using All Star. I would consider using them again, without a doubt. The reason he was good was because he was an absolute perfectionist.

All Star did some work for me. They're terrific. We have used them more than once. We would definitely recommend them, definitely use them again if we needed to. Everybody's friendly and helpful, and they do what they say they're going to do. They're neat. They clean up after themselves. There's no damage inside when they replace your windows. They're terrific.

All Star was excellent. They put in windows. I was completely satisfied. They were honest, good, and trustworthy. I really like Max, who's the owner of All Star. He's a good man. I just saw Max, and I gave him a recommendation letter that I wrote for him. Such a nice person.

They were okay.

They were excellent. They came out to do storm windows on the whole home. I am completely satisfied. Their pricing was competitive. It wasn't the cheapest, but it wasn't the most expensive – it was competitive. The quality of the windows is great. The installers were super. They couldn't have been nicer. They did some extra stuff that I didn't even need. They were very, very helpful. I would certainly recommend them to anybody, and I have. I have gotten calls from their potential customers asking me, and I have given them a good recommendation. They are very easy to deal with, no high pressure, no nothing. They were easy to get out for the installation.

The work they did was excellent – absolutely first rate. The crew that they sent out was terrific. In this particular case, they replaced windows in a three-season room. In the sun room they replaced fifteen-year-old windows with new ones. The company that built it said they couldn't do it; they wanted to sell us a whole new building. We had used All Star years before to replace the windows in our house, so I called them up, they fabricated what we needed, they replaced it, and they did a gorgeous job. They made no mess. They were extremely reasonable in price.

Very professional people. I wouldn't hesitate to use them again. As a matter of fact, we have recommended them to two or three different people. I know for a fact that two of them have just done their complete house through them. I wouldn't hesitate for a moment to recommend them.

They were wonderful. I had no problem with the windows. They did everything I could possibly want them to do. I have recommended them.

They did some windows. I think they did a super job. I had all the windows in the house replaced. My house was like 45 years old, and at the time it had the original windows in there. We put in all new windows, and they redid the back of the house that had windows. And they put in another sliding glass door out to my walk-around deck. They did a super job. That was the first time I had used them. I would recommend them to anybody. Max, the owner there, did a great job of informing me of what the job would entail, how long it would take, and of all the goals and stuff. They did the cleanup and insulation around the windows just as they said they would. They were fantastic. I watched their workmen work, and they did a very good job from beginning to end.

I think he was fine, and the windows are good. We've had no problems with them so far. They did windows replacement for me. It was the whole house.

I was very pleased. They replaced 21 windows. They finished that pretty quickly.

They were fine. What stood out was that I appreciated that the workers were very professional and very friendly. I would use them again if I had to.

It was good.

I liked the company that did my windows. They were absolutely good. I recommended them to several people. Mostly they did what they said they were going to do when they said they were going to do it. To me, that's the whole thing. I was very pleased with the product. I don't have any more windows, but if I ever put windows in again I would use them. We got them also for my daughter. I have recommended them to several other people, and hopefully they'll use them. I like the way they work. The crew they're using for installing, I think, was excellent.

I was happy with them. It's been a while. It was April. They did it, cleaned up, and they're good windows. They were quick. I would use them again if I needed them for something.

They were great. We've used them before. Their workers are excellent. I would definitely recommend them to others.

They did windows and a patio sliding door and a front door. It turned out pretty good; I would say the windows and slider did. The front door doesn't fit quite so tight. I give them an A-.

They did windows. I was happy. They did fine. I would refer them to somebody else.

They did some window replacement for me a couple years ago. First of all, they replaced all the windows in my building. It was a multi-unit building. They replaced all the windows and the two back doors. They did a beautiful job. I would refer this company without a doubt. In fact, if anybody's thinking getting windows, I would wholeheartedly recommend them. They would be a first pick. They did a beautiful job. All Star is the best.

They did the windows in the house. They did a great job. I was very happy. I'd recommend them for windows and doors. I think it's the second house that they've done for me. They did my house a few blocks away and this house here. It made a difference. I'd recommend them to anybody, family and friends. I give All Star an A.

They did some windows for us. It was a pretty small job, I think like four windows, and they did a good job. They were professional and on time, and everything was fine.

We liked them very much. They did a great job. They did my windows maybe five, six, seven years ago, maybe even longer than that, and then they did my siding. I had them do all my outside work. Everything's looking good and holding up great.

They replaced all the windows and the sliding doors. We did have a problem after they installed the windows and everything—my TV wasn't working. When they put up the framing around the windows, they did something to the cable, so they had to come back, take the siding off, and get the cable wire undone. It was an accident. I wouldn't fault them for that. I happen to be on the board, and I've recommended at least 15 to 18 people to the company, and the owner's never had the gosh damn brains to even call up and say 'Thank you.' I would grade them a B, because they did cause a problem, and the problem ended up costing me money. I had to pay the cable company \$38 to come out and reinstall the cable wire, and I was never reimbursed for that. So I can't give them an A rating, but I'll give them a B rating. So many of the people have used them, and I have recommended them to so many people. They do good work, and they clean up afterwards and match the color of the window frame. Those are all important things.

They did windows. They're great. I have used them twice. I used them seven years ago for the whole house, and then in '08 I did the basement. I would and have referred them to others.

They did our windows. Everything was wonderful. We would use them again, because it was a good experience. I have recommended them to others, but whether they took it or not I don't know. In fact, people came to ask me who did it for us. They did a really good job.

They did our back door. I was so happy with the work they did. They were great. They put a patio door in, a sliding patio door. Everything is working real well with that. We were happy with the salesperson and the people that put it up.

All Star is fine. They did the windows.

We're happy with the windows. They put windows in for us. There were some problems with the door. It was leaking or something. They didn't come fast enough, and we wanted to change the door. But they weren't very helpful. Sometimes the door still leaks. I would grade them a B-

They did a good job. They did windows. We did a few windows every year and a few doors every year. I refer them to others.

They were wonderful and fantastic. They put in two new doors for me.

All Star replaced some of my windows. I think there were about eight windows, and the price was very reasonable. Right now I have no complaints. The windows seem to be as they were advertised, and I'm generally happy. I've referred them to a friend of mine who eventually chose them to do their windows also.

They are very efficient. They were in and out in two days. They did a very neat job.

I have been satisfied with their services thus far. They replaced some doors for me.

They did a great job on our windows. We had just a few windows done. They are wonderful.

I had windows installed. They were extremely professional. They came on time, and the estimate was exact, to the penny. The people were very friendly. They laid carpet down so they didn't track in any dirt, and they cleaned up after they left. I was very happy. As soon as next summer comes along, I'll probably have my patio doors done. I'm very happy with them.

They installed several replacement windows around the building here for us. I was very happy with their service. They were very conscientious about removing all the old stuff and keeping everything nice and clean. They were in and out, and I've had absolutely no problems. I've been very happy with the windows, too. I've already referred them to others.

It was wonderful. They did the windows through the whole house. They did the work in a timely manner. I would use them again. I like it.

They did windows. They handled everything lovely. I was extremely happy.

I did some windows with All Star, and everything was fine. I liked the service.

They installed new windows and doors for us. They did two patio doors and three sets of windows. Their work was excellent. Their workmen were excellent. They cleaned up after themselves, both inside and outside. They were very neat. For any real problems we had, I would give them a call, and they'd come out and take care of it. So far, everything was fine.

They did fine work on installing the windows. When they came out to give a quote, they were supposed to quote every window. Then, when they did the work, they said, 'Oh no, we never quoted on this brand of windows.' So we said, 'Okay,' and then they were supposed to come back and didn't. We finally got them to come back, and they never gave us a quote. They never did the work, and they never gave us the quote to add that on. We wouldn't use them again. We never ended up doing the work.

They did some remodeling for me. Everything was fine.

They put in the front door and replaced the patio door that I had. It was a slider door. We had one there, and they just replaced it. It looks the same to me, but he said this was better insulated. I'll have to take his word on that. The person who owns the company is the one that came out, and he had an excellent carpenter type of person. The one that did the woodwork was really good. After they came out, it was misunderstood that I wanted the screen left there, and I didn't want it. The carpenter came right over and took care of it, and you wouldn't know that they didn't know they were supposed to take it out. I appreciated them coming right back out. They took that screen door out, and they finished it so you wouldn't know there was one. That's unusual, especially when they weren't prepared to do that. Our screens were not broken, so I didn't ask to take it out. When I asked to take it out, they just did it and then, of course, finishing it so that you can't tell the door was missing.

They did windows, gutters, and siding. They did a good job. Everything was great. No problems.

I think that they did a really good job. They did windows for me. They finished the job in an appropriate amount of time.

I think they're phenomenal. On a scale of 1 to 10, I think All Star is a 20. Their guys are clean, neat, and polite. Their carpentry work is superb. They were patio doors, so the weather would mess up the way they fit in the track sometimes. Anytime we needed an adjustment I would call Max, and it was no problem. He would come himself. He fixed all three doors about two weeks ago, and they are running smooth. I mean, he's just a dear. He comes right away and takes care of it himself. He's a super neat guy. I know that other people on the block have used him too. One lady had all her windows and patio doors replaced by them, and that's how I got his number. I asked her what she thought of him, and she said that she didn't have any problems whatsoever. They're amazing.

I replaced windows. It was very good. I haven't had any problems since the installation. I would consider using them in the future and recommending them to someone else.

They did windows. I don't think very much of them. I called them several times throughout the year and got blown off every time, until I had a major leak. And then they finally came out and

did something. They sent over some guys, and everybody was blaming each other. I would say a C-. I ended up giving the crew that came to fix it more money, because I felt bad that they were coming out and not getting paid to do the work.

They put in new windows, and they did a good job. I was very happy with interacting with them. They did a very good job. They were a pleasure to work with.

Most of it was good. I had windows and I had doors done by All Star. I would say overall everything was good. They were supposed to come with a lock, and the neighbor showed up, and my lock wasn't locking. It would stick sometimes. The actual workers that he has working for them were excellent. They cleaned up well. Jay was excellent—he was the person that does all their work.

We've had a lot of work done. They were phenomenal, because they did everything quickly, perfectly, and they were very clean. I absolutely would use them again if I had to. I actually told lots of people about them. We were very pleased with them.

I thought they did an excellent job. They replaced a total of five windows, two in one bedroom and three in another. It took just one day or a couple of hours. They did good cleanup.

We had our windows replaced in our home. The complete home was replaced with windows. They were pretty well priced and very efficient. It took about a month for the order to come in, and then they scheduled the job that week. Then they were out here in a couple of days and finished the job. We had a question about our front window, our living room window, and so we called them. The guy happened to be working in the area, and he came by within 15 minutes to check on it. It was just something operational—we didn't understand how to open it to clean it. He helped us with that. He came out immediately and helped us with that. Everything's been fine since then. The quality of the windows is terrific.

They replaced my windows, and they did a good job. I was happy with them. They did all the windows and finished the job in an appropriate amount of time. They did strictly windows.

I think they replaced about four windows in our house. I was very satisfied with it. I would recommend this company to other people.

I had windows. It was great, and All Star was very good. The guys that put the windows in were excellent, and I had no problem. I would use them again. In fact, I have to soon. I have four windows upstairs that I need to replace. I would recommend them to others. I just got estimates, and everybody was very expensive. And my neighbor had this company, and she told me they were good and were the least expensive of any of them. That's who I went with.

About five years ago they put in a lot of windows for me, but recently they put in one window. They've handled everything very well. I've been happy.

We're very happy with it. They replaced windows for us. We would definitely recommend them, and in fact, we have recommended them.

All Star has done some work for me. I was satisfied with the work they did. We had the windows put in quite a while ago. There was a problem, but I have taken care of that. There was something wrong with what goes between the glass. It was very strange what happened to it. The window didn't become foggy, but foam came between the glass. They fixed every window, so I would recommend this company to other people, very much. We recommended them to friends.

They're fine. I've had them for over a year. They did all the windows. I was happy with everything.

I had them out about a year ago. They did some windows. We're fine with them, and we would use them again. I sure would recommend them to others.

I was happy, and I would recommend them. They've actually done windows and a door for me. What I appreciated was the product was good, but their installation was really good. I recommend them. When somebody does a good job, it's important to give them referrals. They did windows and a door for me, and I used them for a window at my store. I think they've done work for three homeowners that I've referred them to, but it was the selling of their product. But it's their installation team, they seem to have the same steady guys, and they can be quick and do a good job.

They were OK. They did windows. They did it and they left. They were quick. They cleaned up well.

I was very pleased with the work All Star did. They were courteous, efficient, and they did a good job.

They put in six windows. They were okay. They were fair. The last one of the windows had a little defect, and I called. But they never came to take care of it. I would give them a B.

I believe they put in new windows for us. We were happy with it. We had one problem with one window, and they took care of that problem for us. They did it right away for us.

They did windows. I was satisfied with their services.

They replaced a couple of windows of ours. They did a great job. Actually, we had them do my in-laws' house as well. It was a great experience.

I only had one job done, and it was a front window. They were excellent. The two guys I had, they not only put the window in, they tore off all of the front around the windows and redid it. That was the only thing we had done, because that was the only thing we were really looking for. That would've been August of 2009. I would use them again if I needed to.

They did an absolutely wonderful job. They did a door. I certainly would recommend them to other people in my area.

They did a perfect job, and I definitely would recommend them to other people.

They did some replacement doors and windows for me. They did a good job. The technicians stood out.

They did a good job. They replaced all of the windows in my house. They finished it in an appropriate amount of time. Everybody was neat, clean, and polite.

I did have a window put in. They did a decent job for me. I don't think I would call them again in the future if I had those needs. This is not an accusation on any part, but I had some money on a counter, and when I came back later that day part of it was missing. I didn't call the company because I didn't want to make an accusation, but it was too much of a coincidence. The service itself was fine, and the window was fine. It was put in fine, and they did a good job. It was just this other issue unrelated to the installation that I have qualms about.

I'm really torn, not that I had real problems during installation. I've since moved and installed new windows in the new house, and some of the products that they used in the installation, as I've come to realize now having come through this experience again, are not the right products. The insulation was that cotton insulation, and it's not really insulating anything. They should have used foam insulation, because it was really cold that first winter, after the windows were installed; it was really cold. The walls were cold. I wouldn't say that they did a good job. I wouldn't say that they did because they didn't use the product that they should have. At the time, I wasn't sure why it was so cold. The windows were new. Max, the owner, said, 'The

windows were leaking, too,' and the guy was saying, 'That's the design of the window.' I would rate them a D, and I would not use them again.

They installed windows on one occasion, and for the most part it was good. Some of the caulking and the finishing work that they did was not really what it should have been. I was told by someone else who came to do our painting that it was not done very well. I just let it go. The person who was doing the painting was the one who had referred them to me, and he called them. They said that's what they use. He said they use better stuff on the outside, but they don't use good stuff on the inside. He was the one who had referred them to me in the first place. Before I had those windows done, I replaced my front door with them. There were definitely problems with that installation. They kind of just played dumb. I went back and forth with them, and they ultimately had to replace the door. It should have been done much simpler, because there were definitely problems. Overall, I would probably give them the grade of C.
