



How do I *compare* window, door and siding companies?

Here are some criteria to consider when choosing a window, door and siding company:



You're safe with us.

www.columbusglassblock.com

614-252-5888

"How else can your company help improve my home?"

Through our **ClearChoice Window & Door** and **Bath Doctor** divisions, we offer a large selection of quality windows, doors, and bathtub & shower liners to enhance your home's appearance while helping you stay within budget.

Combine this with top installers and a **non-prorated lifetime warranty** and you'll know you're safe with us!



"Your installer did an excellent job in every way. Now I'm really looking forward to getting my replacement windows and doors installed from your window division next month!"

Yolanda Williams



"LIFETIME GUARANTEE"

Experience and Integrity

We've been in business since 1979. You can be assured that your glass block installation will be completed by a trained professional. We always do the right thing, even when it's not the easiest.

- Serving you since 1979 (the first company in Ohio)
- Over 150,000 satisfied customers
- Over 800,000 windows and doors installed
- Financially secure (we're here when you need us)

Excellent Products and Services

You deserve the highest quality product and service!

- Angie's List Super Service Winner
- Member of the Better Business Bureau
- Alside Distributor
- Offer mortar and silicone joints
- Experienced installation staff
- Replacement window, door and siding division to serve you
- Consumers' Choice Award Winner

Your Feedback

We value customer feedback. Your evaluation of our staff is used in yearly reviews and promotions.

- Use customer "report cards" to evaluate performance
- Professionally trained staff answers your questions

Giving Back to Your Community

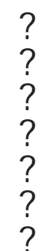
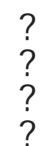
We recognize the need to commit our time and resources to our community. We challenge ourselves to be a socially responsible company and help our community grow.

- Donate time and money to local charities
- Medical Mutual Community Pillar Award recipient

COLUMBUS
GLASS ■ BLOCK

ClearChoice
WINDOW
& DOOR

OTHER



2006, 2005, 2004, 2003, 2002, 2001, 2000, 1999



614-252-5888 • www.columbusglassblock.com
3091 E 14th Avenue • Columbus, OH 43219



Quality products. Outstanding people.
No one works harder to earn your business.



COLUMBUS ■ AKRON ■ CLEVELAND ■ CINCINNATI

How can your company help me? Just ask!



"Thanks for a job well done. I will certainly recommend your company to others."
Gertrude Payne



"How will you handle my glass block project?"

Rely on our Service Delivery Process.

Whether you're a new

customer or an old friend, we want to exceed your expectations on every job. That means delivering exactly what we say, when we say it. Our 7-step Service Delivery Promise is our roadmap to excellence.

- You contact our Customer Service Representative** by phone to answer questions and schedule a no-obligation inspection and estimate. No hassle. No high pressure sales.
- Our Field Service Representative arrives on time** to confirm the project and find out exactly what you need.
- Our representative will measure your project** inside and out to determine your custom-fit sizes, discuss ventilation requirements and recommendations and explain our delivery process. If you decide we can meet your needs, an installation date is set.

- Your custom-fit project is assembled** in one of our 5 factory-controlled facilities by our Fabrication Technician Team.
- Our Installation Scheduler will confirm our arrival time** the day before your installation.
- Our trained Installation Technician installs your project.** We'll arrive during the scheduled time and fully explain the installation process. After the installation, we'll review how your new products work.
- Within 14 days, you'll receive a customer survey** to evaluate our service. This "report card" helps us evaluate our employees and ensures that we've met or exceeded your expectations.

"How long will the job take?"

Most windows take from 30 to 60 minutes to install.

"What benefits can I expect to receive from my glass block project?"

Some of the benefits customers enjoy from this project include:

- Lower heat and air conditioning bills.
- Peace of mind through increased security.
- Brighter rooms.
- Stops bugs from getting in.
- More available time because there is no maintenance involved with glass blocks.

"I'm very impressed with your promptness and quality."

John Harvey

"What will my glass block windows and vents look like? How thick are your blocks?"

We make sure your glass block is **custom-fitted and finished on both the outside and inside!** Our glass block windows are 3 1/8" thick and are usually centered in the opening and mortared to the foundation for maximum security.

- Vents are double pane, insulated, pure vinyl with a metal locking devise.



"How can I judge your company's service?"

Get the facts and see for yourself!

- 800,000 windows and doors installed for 150,000 customers.** You can trust our experience.
- Angie's List Super Service and Consumers Choice Award Winner.** We've earned the highest rating from this "homeowner's grapevine" service.
- Mandatory employee drug testing and background checks.** We care who comes into your home.
- Service "report cards."** We value our customers' feedback.
- Professional affiliations drive our high standards.** Our membership in the following organizations ensures the highest ethical standards and latest industry developments:
 - Better Business Bureau
 - National Association of Remodeling Industry
 - Home Builders Association/Building Industry Association
- Leadership experience.** Ask for bios on our Chief Executive Officer and Managers.
- Lifetime guarantee.**

"Which glass block pattern should I choose?"

We offer a variety of patterns based on the amount of privacy and light you need.



Wave

Privacy: **Moderate**
Amount of Light: **Highest**



Diamond

Privacy: **Maximum**
Amount of Light: **Good**



Ice

Privacy: **Maximum**
Amount of Light: **Highest**

"Where else can I use glass blocks besides windows?"

Glass block walls, bars and showers can turn your home into a work of art!

