

Company Name: Glass Northampton Ltd      Primary Trade: Windows/Glass/Double Glazing  
Distance from you: 0.00Miles      Contact Name: Chris Brown  
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Company Website: <http://www.glass-northampton.co.uk>  
Company Number:      Contact Mobile:  
Comments:

Location map:



Services Provided:

- Building Contractors
- Doors
- Guttering / Soffits / Fascias
-

Windows/Glass/Double Glazing

Traders Overall Rating:  10 Points

Number of reviews: 213

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

23-May-2019

Excellent service from start to finish.

20-May-2019

Very good service and products as in previous 2 orders. There was a minor problem which was rectified effectively and efficiently. Congratulations to all involved, on a job well done!

13-May-2019

A first class service from start to finish, replacing all windows and doors in my detached house. All employees displayed a pride in their work.

11-Apr-2019

Over the last 2 months my Mum has had new patio door & we have had new guttering & soffits and new windows, and the service & quality has been excellent. Would recommend.

09-Apr-2019

Replacement double glazing - great product, excellent service very professional, tidy work

06-Mar-2019

9 new windows plus new front door

03-Apr-2018

Very good

20-Feb-2018

There have been many problems, some manufacturing, some down to Glass Northampton. Not once did the Glass Northampton fitters point it out or report it. It was always down to me reporting the problems and concerns to them. So in conclusion the company policy is get the job done, move on to the next job and if the customer complains we will go back and fix it. The company response: It would appear that on this occasion we have experienced some quality issues with one of our suppliers of Composite doors, but I will say this is a rare occurrence. All of the Composite doors come very well protected and wrapped up so it is very difficult to inspect the doors without compromising the original protective layers, this can then lead to the door being damaged in transit on our vehicles. Even once a product is fitted it is not always that easy to spot the smallest of scratches or marks, this maybe down to natural light at the time of installation or even weather conditions outside, so it is NOT our company policy to 'fit it and see if the customer notices it', then fix it! The industry standard now for marks on Toughened / Low 'E'glass is that if you cannot see it from 3 meters

	away then this is classed as acceptable. When you read the customers full letter I think it is a testament to Glass Northampton's service and dedicated staff who want to make sure every job is finished correctly and to the customers satisfaction. Once again I would like to apologise for any inconvenience the customer has experienced, mainly due to our suppliers and matters out of our initial control.
06-Feb-2018	We have used this company before and as always, very happy with service, product, price and customer care.
13-Dec-2017	Supply and installation of patio door.
06-Dec-2017	Replacement Window
21-Nov-2017	Very good, worked very hard.
20-Nov-2017	Absolutely first class
09-Nov-2017	Excellent service from all members of staff. Always called back and listed to. Installation and installers extremely good courteous and left site tidy.
09-Nov-2017	Excellent, what more can I say. Would have no problem recommending them to anyone else.
09-Nov-2017	Replacement UPVC windows
07-Nov-2017	Had new fascia's and guttering fitted. The service I received was very good and the work carried out efficiently.
03-Oct-2017	Sales, surveying, fitting, aftersales support all excellent.
20-Sep-2017	Excellent from initial call to actual fitting of windows and doors. Very friendly and knowledgeable. I would definitely recommend.
19-Sep-2017	Prompt service. Polite staff. A pleasant company to deal with.
12-Sep-2017	Replacement windows
29-Aug-2017	New UPVC front door, door looks good. Excellent locking mechanism and low sill is a great idea.
08-Aug-2017	Replacement conservatory double glazed units with new front door. Fantastic service, quality and customer experience - Thank you.
04-Aug-2017	Very efficient excellent workmen, pleasant office staff, excellent product.
31-Jul-2017	Replacement glass windows and door on front porch of house.
31-Jul-2017	Efficient and courteous helpful advice. Fitted 3 windows.
31-Jul-2017	Really pleased very good service.
12-Jul-2017	Polite, speedy tidy and helpful
12-Jul-2017	Excellent service, excellent after sales service. Good worker.
27-Jun-2017	New double glazing.
23-Jun-2017	Excellent service from start to finish. The new windows were fitted to a very high standard by friendly professionals. The cost was quite competitive and there was no pressure to buy or annoying phone calls from the rep. I am very happy with the standard of

23-Jun-2017	work. Highly recommended. Fine all members of staff helpful and pleasant. Pleased fitter took time to finish sealant etc carefully.
08-Jun-2017	The service I received from Glass Northampton was very good apart from I wasn't told about a date of the plasterer coming. Very pleased otherwise.
05-Jun-2017	Excellent, clean, tidy and professional fitting of new door and windows.
23-May-2017	New bay windows very well fitted and no mess afterwards.
15-May-2017	Patio and back doors replaced.
05-May-2017	Replace 3 broken windows.
24-Apr-2017	On time hard working, explained all aspects. Very pleased.
13-Apr-2017	Brilliant service, so professional. Fitting was very clean and tidy
10-Apr-2017	
28-Mar-2017	Overall, the service was good and efficient; however, I had to chase the company, initially, because the member of staff, who provided the quotation, was on sick leave. The quality of the materials would appear to be very good; however, the fitters had to return, for three reasons: 1. The trim, on one side of the door, was untidy: it had been divided to make room for the hinges and so did not match the other side of the frame. This was remedied by removing the trim and making good the door surround in an alternative manner. 2. There were a few areas where silicone sealant had not been applied. This was easily remedied by the fitters. 3. The door squeaked. This was something the manager of the fitters noticed, to his credit, and was easily remedied.
28-Mar-2017	Excellent service from initial sales, to surveying and final fitting.
28-Mar-2017	Replaced all window's and doors. Fitter arrived on time, cleared up all mess very professional, very happy with work done.
24-Mar-2017	Replacement of 2 doors
23-Mar-2017	Replacement window and 2 safety catches on upstairs windows.
23-Mar-2017	Great - on time cleaned up after.
23-Mar-2017	Friendly, efficient neat and tidy fitting.
27-Feb-2017	Replacement of UPC Windows excellent, quick service.
27-Feb-2017	Identified our need quickly, offered wide range of choice no pushy salesmen, honest and open agreement, exceptional service, quality and top quality installer - highly recommended.
21-Feb-2017	From start to finish everyone was very professional. The windows were fitted on time without any problems and very little disruption - excellent service all round.
14-Feb-2017	2 Replacement windows in an upstairs flat.
10-Feb-2017	Excellent fitting of new front door and French doors.

10-Feb-2017	Very good service no sales gimmicks.
15-Dec-2016	Excellent from quotation to installation. Efficiency in workmanship and cleaned up afterwards. No complaints whatsoever.
13-Dec-2016	When the work was eventually done it was a top quality job, and very clean and tidy.
13-Dec-2016	Very courteous and professional
06-Dec-2016	A professional service which gave confidence.
28-Nov-2016	Very professional service from planning to installation. Little hiccups that occurred were sorted professionally and as soon as possible.
23-Nov-2016	The new window was fitted quickly, quietly and efficiently. We still keep going to that part of the room to listen to the lack of noise we now enjoy.
23-Nov-2016	Honesty, straight forward service.
22-Nov-2016	Everyone I spoke to was very helpful. New door and frame etc was fitted very efficiently and well.
22-Nov-2016	First floor replacement window and fitting installation board to existing window.
11-Nov-2016	I had two replacement doors and everything went very smoothly. No problems.
21-Oct-2016	Good service and friendly good products and efficient professional workers and approachable.
13-Oct-2016	New front door re glaze back door.
13-Oct-2016	We are extremely pleased with the installation and quality of our new conservatory. All contractors were timely, efficient and professional.
11-Oct-2016	Excellent service that why we always go to them when we need windows or doors.
15-Sep-2016	Excellent, very impressed from start to finish.
05-Aug-2016	Very good. 3 triple glazed windows delivered by friendly workmen on the day I requested.
05-Aug-2016	Removal of 30 year old glazed panels and sliding door and replace with new PVC.
04-Aug-2016	All members of the company from the sales staff to the surveyors and fitters were friendly and helpful throughout. I felt they were genuinely eager to give me the best advice, and never felt under any pressure to buy a product I did not want. Would recommend them to anybody.
04-Aug-2016	Replacement UPVC doors on front and back of property - great job.
27-Jul-2016	Doors to front and back replaced also glass in Patio door.
25-Jul-2016	An otherwise excellent service and product (new front door) let down by poor survey and incomplete product.
28-Jun-2016	
21-Jun-2016	Removal of existing windows, supply and fix A rated white PVC replacements to front bay and second bathroom.
16-Jun-2016	Great service, simple straightforward quote and quality goods provided and fitted exactly as they said.

06-Jun-2016	Replacement patio doors.
27-May-2016	Excellent service all round from quote to fitting, wouldn't hesitate to recommend to friends and family
17-May-2016	Replace double glazed window unit and supply and fit French doors.
03-May-2016	New windows ledges coving etc in porch and new window in small room.
25-Apr-2016	Very good.
06-Apr-2016	Excellent, friendly and reliable experience. No heavy sell, valuable advice and great aftersales service.
05-Apr-2016	Exceptional service, the quality of workmanship was excellent. The fitters were professional and the finish was very high quality would not hesitate to recommend this company. Brilliant customers service all round.
02-Mar-2016	
25-Feb-2016	At time of placing the order the assistance in deciding the correct installation was excellent. Subsequently the fitters completed an excellent fit with consideration to ensure that all was sheeted up and all debris was removed.
24-Feb-2016	Excellent service from measuring to fitting. Would highly recommend.
23-Feb-2016	Glass Northampton replaced all windows and door to our 3 storey house. Excellent and professional service from start to finish. It was worth the risk using a local business than a national company. 10/10.
12-Jan-2016	Very good
22-Dec-2015	I received excellent service from this company.
21-Dec-2015	Very satisfied
21-Dec-2015	
17-Dec-2015	Good job
16-Dec-2015	Very good company
01-Dec-2015	Glass Northampton worked around our circumstances to ensure that we were happy with the arrangements. The workmen were efficient, polite and made very little mess, what mess was generated they cleaned up.
30-Nov-2015	
30-Nov-2015	Very good
25-Nov-2015	Lovely people to deal with. No complaints at all the fitter worked so well, non stop. 3 cheers. Thank you
24-Nov-2015	New front door and side window.
20-Nov-2015	Replacement patio doors. Very good quality material and workmanship. Excellent after sale service in sorting out one or two minor matters. Very happy.
20-Oct-2015	Products window and doors facia's and guttering really pleased with.
20-Oct-2015	Very efficient and excellent workmanship.
09-Oct-2015	
06-Oct-2015	Always excellent service with Glass Northampton, we have had them for the last 30 years.
06-Oct-2015	Excellent clean service.

05-Oct-2015	Punctual, polite, worked quickly and efficiently, very tidy. Good product and value.
02-Oct-2015	
25-Aug-2015	On the whole the servcie was excellent but they did 'lose' one order and had to be chased up. Glass Northampton response - we are very sorry and we do apologise for any inconvenience.
03-Aug-2015	Brilliant
28-Jul-2015	A very competitive quotation for the supply and installation of a single window(for a garage). My previous supplier (for the whole house in 2000) showed no interest whatsoever.
27-Jul-2015	Excellent from quotation through to fitting.
27-Jul-2015	
14-Jul-2015	Installation of rear elevation windows. Service by installers absolutely "tops". Would use this company again for glazing installation.
14-Jul-2015	Replacement windows double glazing and Doors. This work was done on time was clean and precise. Workman manners are excellent am prepared to commend them to all friends and family
14-Jan-2015	
14-Jan-2015	
14-Jan-2015	
14-Jan-2015	Delighted with the job (replacement windows). Helpful and considerate workers very neat finish. All mess cleared up on completion - even to hoovering the carpets. Will definitely use the company again.
14-Jan-2015	
14-Jan-2015	We highly recommend Glass Northampton - from concept to fitting they are fantastic and deliver an excellent product.
14-Jan-2015	Problem only with quality of some of products supplied, not with company.
14-Jan-2015	Not cheapest but superb quality workmanship and great around customer service. They do what they say and on time.
14-Jan-2015	They were efficient and the quality of our patio doors is very good
14-Jan-2015	Excellent service from visit to store to home visit, survey and installation. Would highly recommend.
13-Jan-2015	For a good job done you can rely on this company.
13-Jan-2015	1st class service and product fitted by tidy fitters.
13-Jan-2015	
13-Jan-2015	Excellent - thank you.
13-Jan-2015	They have replaced two of our windows and both times have provided an outstanding service before and during the fitting.
13-Jan-2015	Amazing customer service and very helpful quality and fitting of windows excellent. Extremely happy with the finish and would recomment to anyone else.

13-Jan-2015	Professional Service throughout even when issues arose
13-Jan-2015	No pressure sales approach and extremely helpful. Very good product and particularly impressed with after sales service
13-Jan-2015	5th time we have used this company and now all doors and window have been installed by them great local company.
13-Jan-2015	
13-Jan-2015	Admin poor. Did not phone back when promised. Delays. Workmen not given accurate info about job from office, unclear about work dates. Workmen very experienced and efficient
13-Jan-2015	I am very pleased with the quality of the products especially with the care and attention from all departments of this business.
13-Jan-2015	
13-Jan-2015	
13-Jan-2015	
13-Jan-2015	Very professional service from start to finish of project
13-Jan-2015	Carried out initial inspection efficiently and gave us confidence we had chosen the right business although they are not the cheapest! Finished work excellent.
13-Jan-2015	The best was no pressure sales say the price and that's it no fancy discounts Thanks.
13-Jan-2015	More expensive than others but justified by quality of service
13-Jan-2015	Very professional job clean and tidy workmen. Clears all rubbish from site.
13-Jan-2015	Re service - unfortunately did not arrive on agreed fitting day. New date booked and arrived on time Business reply: We must apologise for this delay, the reason was our supplier let us down on delivery. We apologise for the way this was handled, this falls far short of our normal standard.
12-Jan-2015	Pleased with the quality of door and service.
12-Jan-2015	Great service. Very pleased.
12-Jan-2015	Easy sales process with no heavy sales pitch. Followed up with information and pricing quickly. Job completed in a timely and professional manner.
12-Jan-2015	No push for sale, excellent customer services, professional and tidy job, clean up as they went along. Fantastic company!!
12-Jan-2015	Highly competent and professional service. Very pleased with the results.
12-Jan-2015	Perfect workmanship except marks on wall. Cleaned off the next day.
12-Jan-2015	Quick to come out and quote. Quoted wrong glass & window type in one room. No comms as to when installing - had to chase - slow to come back to me. Windows good, but one handle broke within a couple of weeks & repaired window stuck. Lots of damage to

	repaired window surround. Quick to chase bill before work finished. Business reply: After investigation we must apologise for the way this contract was handled. Admin staffing has now been improved.
12-Jan-2015	1st class job.
12-Jan-2015	Have used on 5 occasions in last few years. Excellent service and care taken by estimators, surveyors and all the fitters. First class company with excellent product.
12-Jan-2015	Everything was explained well in the early stages. Nothing changed and the timescale for the job was good. The workmen were punctual, friendly and efficient and left no mess at all. We are very happy with the end result.
12-Jan-2015	From the initial survey and pester-free quotation to the installation and completion of our new windows Glass Northampton did an excellent job. Our sincere thanks to everyone involved.
12-Jan-2015	Brilliant from start to finish. A fraction of the cost of Everest but a local company. Equally good in quality. They helped me to choose the windows correctly and listened to my needs too.
12-Jan-2015	
12-Jan-2015	Very good service, courteous staff and totally trustworthy. Very recommended.
12-Jan-2015	
12-Jan-2015	Of the double glazing firms approached these were the only ones who provided an estimate. They were always on top of the job which we are very pleased with.
12-Jan-2015	A very pleasant experience with good outcome. We needed windows urgently and they came up trumps. Fitter was v pleasant.
12-Jan-2015	The customer service and install team were second to none.
12-Jan-2015	
12-Jan-2015	Really friendly to deal with. No pressure selling. The fitting of the windows was fantastic as are the quality of the windows themselves. Will be using them again.
12-Jan-2015	First class service from the moment I arrived at the premises. Explained everything. No rush. Nothing too much trouble. Excellent.
12-Jan-2015	Excellent service and front door was brilliant. Would recommend them to friends etc.
12-Jan-2015	
12-Jan-2015	
12-Jan-2015	Having used them about 15 years ago it was good to find nothing has changed - no pushy salesman, just excellent service and a fair price.
09-Jan-2015	
09-Jan-2015	
09-Jan-2015	Having used them about 15 years ago it was good to find nothing has changed - no pushy salesman, just excellent service and a fair price.

09-Jan-2015	Fitters Kyle and Philip. Very neat & tidy, very polite, absolute well done to the fitters. No mess and thorough. Cleaned up, also considerate to my elderly dog. A job well done.
09-Jan-2015	Vety helpful, lovely product,
09-Jan-2015	We were very pleased with all aspects of the work. The men were tidy and protected all the carpets & floors. the job was completed on time with hardly any disruption to the house.
09-Jan-2015	Good service! very nice staff
09-Jan-2015	This is the second time I have used Northampton Glass, and once again they have provided an excellent service.
09-Jan-2015	
16-Dec-2014	
16-Dec-2014	
16-Dec-2014	Double call out charge to cover two people seems a bit expensive.
16-Dec-2014	All the staff at Glass Northampton have been courteous, professional and efficient. When the windows were replaced the staff were very hard working. Took considerable care and cleaned both inside and outside at the completion of the work. An excellent job.
16-Dec-2014	I am very pleased with the new windows.
16-Dec-2014	
16-Dec-2014	
16-Dec-2014	
16-Dec-2014	I found the fitters very good doing their job, and did a very good in cleaning after finishing the job.
16-Dec-2014	Removed all waste, well fitted. Left house clean and tidy
16-Dec-2014	Good installation carried out by very pleasant installers. Well done.
16-Dec-2014	A very good job done.
15-Dec-2014	
15-Dec-2014	
15-Dec-2014	Excellent work as always. I have used this company on four occasions and very satisfied.
15-Dec-2014	We found the service all in all very good.
15-Dec-2014	Excellent service and the fitters were brilliant as well.
15-Dec-2014	
15-Dec-2014	The company provided excellent personnel service from start to finish and proved the value of going to an established local firm.
15-Dec-2014	
15-Dec-2014	Installed on time. Top quality windows. Very clean and tidy workman.
12-Dec-2014	
12-Dec-2014	First class from start to finish

12-Dec-2014

10-Dec-2014

I had some replacement windows which included a difficult bay window. They provided a written quote with plans. The finished product is excellent a very professional company.

03-Dec-2014

Visited on 3/7/14 - window fitted 15/9/14. Poor knowledge of job progress when telephoning. Had to call several times to arrange fitting.

25-Nov-2014

25-Nov-2014

25-Nov-2014

20-Nov-2014

24-Oct-2014

24-Oct-2014

Well executed contract with courteous personnel.

All windows replaced some years ago (recommended by local builders) and just replaced conservatory. Would highly recommend this company - always efficient courteous and helpful both during and after installation. Can't fault them.

24-Oct-2014

24-Oct-2014

Good service, product and installation.