

**It's Clear: Windows and Patio Doors Customers More Satisfied with a Personalized Purchase Process, J.D. Power Finds**Renewal by Andersen and Window World Rank Highest in Respective Segments

**TROY, Mich.: 25 Aug. 2022** — Adding a personalized touch to the window and patio door purchasing experience—from the product and shopping to delivery and installation—will provide the differentiation manufacturers and retailers need to set themselves apart from the competition, according to the J.D. Power 2022 U.S. Windows and Patio Doors Satisfaction Study,<sup>SM</sup> released today. Overall satisfaction is 854 (on a 1,000-point scale) for the manufacturer segment and 844 for the retail segment, down 9 and 16 points from 2021, respectively.

“Window and patio door shopping is often a large investment and can be difficult for customers to know which brands to consider and where to make the purchase,” said **Christina Cooley, director of home intelligence at J.D. Power**. “Manufacturers and retailers that personalize the experience will see higher overall satisfaction scores. Driving an engaging environment that brings awareness to how customers can customize their windows, as well as proactive communications to set realistic expectations and educate customers will go far in this industry. Customers will be willing to invest more when they have this type of experience.”

**Study Rankings**

**Renewal by Andersen** ranks highest in the manufacturer segment with a score of 877 (on a 1,000-point scale), followed by **Pella** (866) and **Andersen** (854).

**Window World** ranks highest in the retail segment with a score of 885. **Renewal by Andersen** ranks second (859) and **Home Depot** ranks third with a score of 845.

The 2022 U.S. Windows and Patio Doors Satisfaction Study is based on responses from 2,833 customers who purchased windows or patio doors within the previous 12 months. The study was fielded from December 2021 to March 2022, with additional fielding in August 2022.

For more information about the U.S. Windows and Patio Doors Satisfaction Study, visit <https://www.jdpower.com/business/home/windows-and-patio-doors-satisfaction-study>.

To view the online press release, please visit <http://www.jdpower.com/pr-id/2022095>.

**About J.D. Power**

**J.D. Power** is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

**Media Relations Contacts**

Geno Effler, J.D. Power; West Coast; 714-621-6224; [media.relations@jdpa.com](mailto:media.relations@jdpa.com)

John Roderick; East Coast; 631-584-2200; [john@jroderick.com](mailto:john@jroderick.com)

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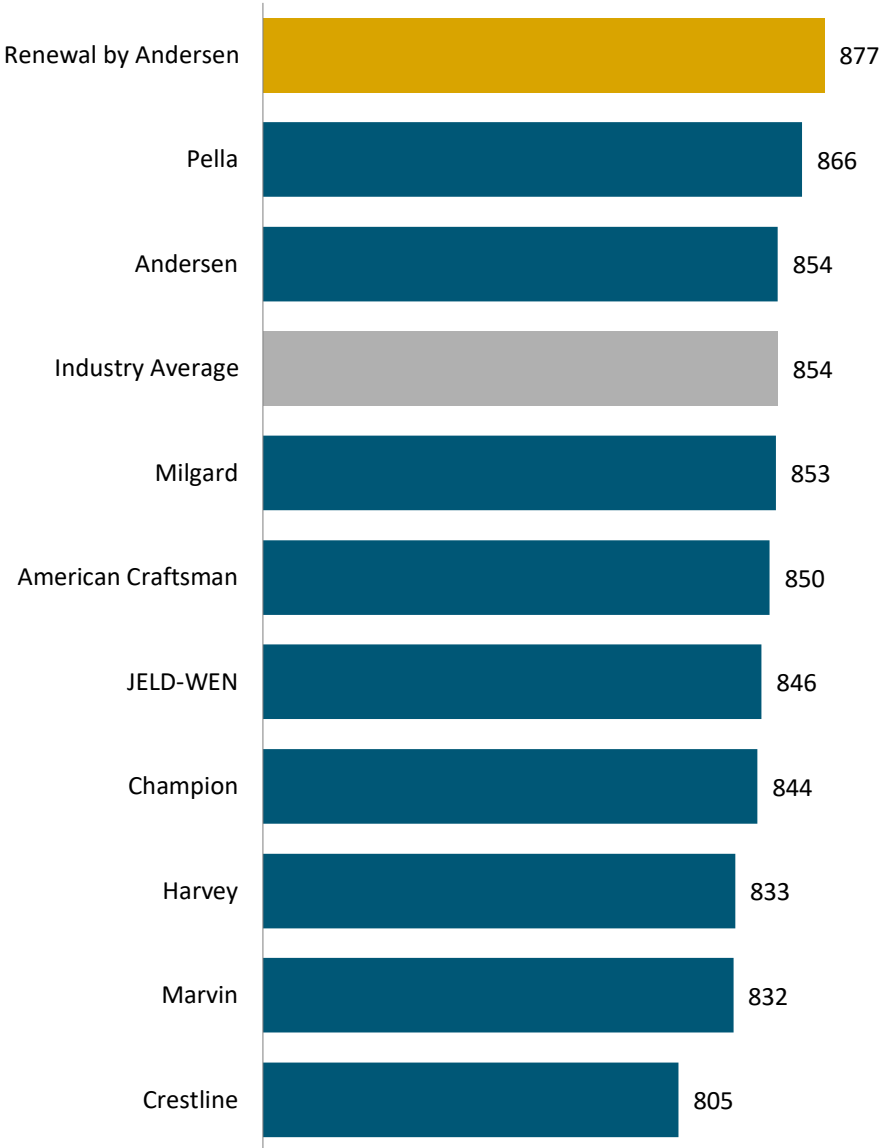
NOTE: Two charts follow.

# J.D. Power 2022 U.S. Windows and Patio Doors Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Manufacturer



Source: J.D. Power 2022 U.S. Windows and Patio Doors Satisfaction Study<sup>SM</sup>

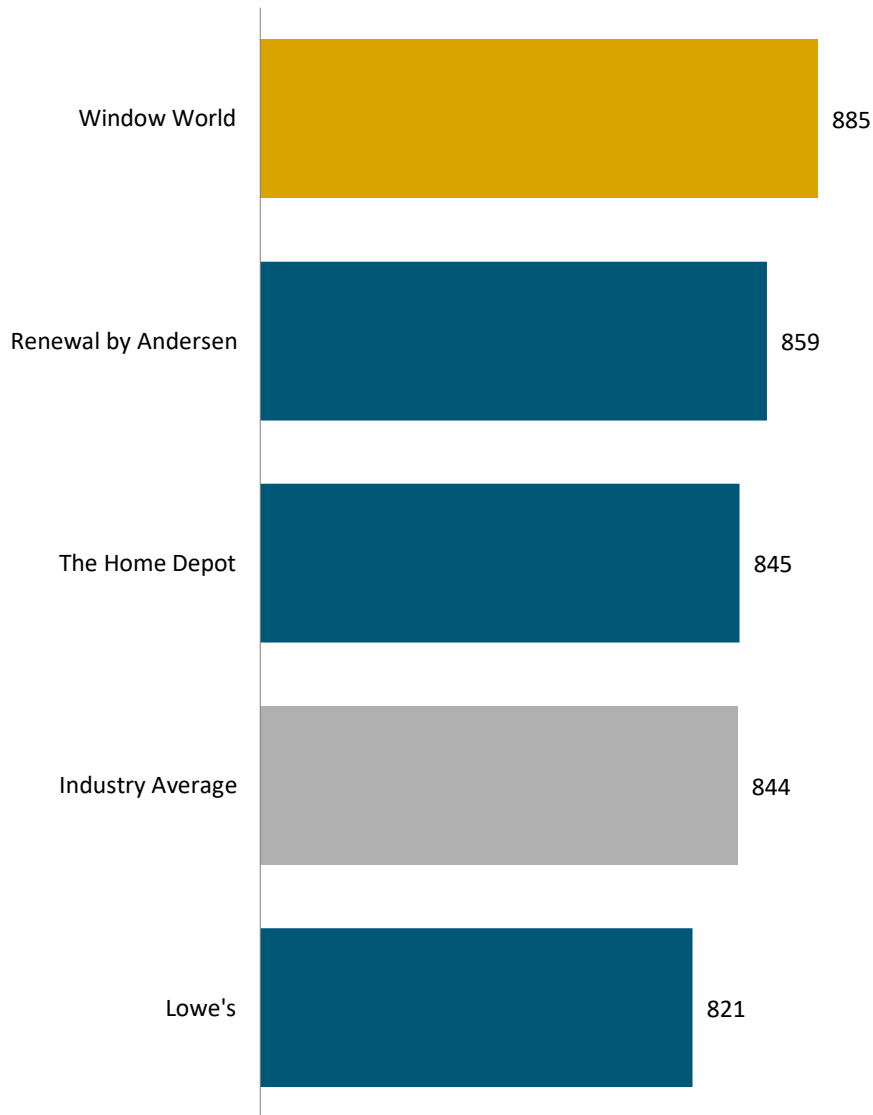
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# J.D. Power 2022 U.S. Windows and Patio Doors Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Retailer



Source: J.D. Power 2022 U.S. Windows and Patio Doors Satisfaction Study<sup>SM</sup>

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