

# FONTENOT

CONTRACTING COMPANY

2009 JD Power & Associates Windows and Patio Doors Satisfaction Study

Company	Overall Satisfaction	Operational Performance	Product Quality/Durability	Appearance and Design Features	Warranty	Repair and Replacement	Ordering and Delivery	Price
Andersen	5	5	4	5	5	5	5	3
Marvin	3	3	4	3	2	3	3	3
Pella	5	5	5	5	3	3	2	3

1-5 point system

Consumers rate performance in seven factors (listed in order of importance): operational performance (17%); product quality/durability (17%); appearance and design features (15%); price (14%); ordering and delivery (14%); warranty (13%); and repair and replacement (10%).

<http://www.jdpower.com/corporate/news/releases/pressrelease.aspx?ID=2009142>