



# Wooden Window, Inc.

HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality



Wooden Window, Inc. staff

For over 28 years, Wooden Window, Inc. has been the Bay Area's leading restorer and manufacturer of wooden doors and windows. Company founder Bill Essert has grown his company from a small business that served residents in Berkeley to one that handles residential customers in Northern California and commercial clients throughout the state.

Leveraging years of experience, the expert craftsmen at Wooden Window provide a full range of products and services—whatever it takes to sustain the useful life of hand crafted doors and windows. Their craftsmen in the field are capable of managing restorations on site. When constructing new doors and windows, they use only the highest quality materials, typically clear-grain Douglas Fir and Mahogany. Advanced computer controlled technology makes it possible to reproduce original details with exact precision. Wooden Window can repair and/or replace glass, sashes, sills, ropes; even leaded and stained glass. Additionally, they offer solutions for sound reduction, energy efficiency and weather stripping.

Wooden Window manufactures its own custom doors and windows in its 16,000 square-foot facility in Oakland, a beautiful workshop worthy of a visit. Considering a project? Send pictures of your doors and windows, then give them a call.

### COMPANY PHILOSOPHY

"We quite simply love what we do. We're window nerds! Our enthusiasm for our work combined with our in-depth industry knowledge and practical skill allow us to provide a greater level of service than any other company of our kind. It's our pleasure to work with you."

### EXCERPTED SURVEY RESPONSES

"Great company, great product, I can't praise them enough." —Glen R.

"They got it right the first time. It was made quickly and efficiently." —Andrew B.

"The workmanship was really good. I have an old house. They understood the house and they did it right." —Barbara G.

For recent rating status and additional survey responses: [www.diamondcertified.org](http://www.diamondcertified.org)

**WOODEN WINDOW, INC.**  
**(510) 893-1157**

849 29th Street  
Oakland, CA 94608

Serving Northern California

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[info@woodenwindow.com](mailto:info@woodenwindow.com)  
Bill Essert, Owner

#### SERVICES

- Custom Built Replacement Doors & Windows
- Design Services
- Energy Conservation
- Installation & Repair
- Restoration of Wooden Doors & Windows
- Sound Reduction
- Weather Stripping

#### HOURS

Mon – Fri: 7am – 5pm

#### CREDIT CARDS

MasterCard Visa

#### EMPLOYEES

30

#### DIAMOND CERTIFIED RATINGS DASHBOARD™

- Workers Comp Insurance ✓
- Liability Insurance ✓
- State License No. 640153 ✓
- Current Complaint File ✓
- Legal & Finance ✓
- Business Practices ✓

#### CUSTOMER LOYALTY

Based on 100 random customer surveys made since Jan. 2009 asking each customer: "Would you use this company again?"



#### CUSTOMER SATISFACTION

"Please rate your satisfaction with the quality received."

Very Satisfied →



#### RATING STATUS

We declare this company Diamond Certified.  
Certification No: 1489  
Date: Jan. 27, 2009



*Jim Stein*  
Jim Stein  
Founder and Chief Executive Officer  
American Ratings Corporation

# THE RIGOROUS CERTIFICATION PROCESS ASSURES YOUR SATISFACTION

## Stringent customer satisfaction research and rating are conducted



### 1. APPLY

Companies must apply to be certified.



### 2. SAMPLE

A random sample of typically 400 past customers is pulled from all customer files of the applicant company.



### 3. SURVEY

A confidential telephone survey captures the customer satisfaction score based on quality.



### 4. TABULATION

The quality score is tabulated. To qualify, a company must score 90 or higher on a 100 scale.

## Rigorous standards are enforced



### 5. CREDENTIALS

The applicant company's credentials are independently rated (license, insurance, complaint status and credit for contractors).



### 6. PRACTICES

Are the company's business practices "customer friendly"? It must stand behind its performance.



### 7. AGREEMENT

The company agrees to adhere to the Diamond Certified Customer Satisfaction Principles.



### 8. AWARD

If quality rating, credential rating, and business practices qualify, the company is awarded Diamond Certified.

## Ongoing customer satisfaction and performance is required



### 9. MONITORING

We monitor credentials and complaints and conduct ongoing customer surveys.



### 10. MEDIATION

If ever necessary, the company has agreed to participate in Diamond Certified mediation.



### 11. GUARANTEE

A limited guarantee ensures performance.



### 12. QUALITY

The company commits to ongoing quality ratings.

## American Ratings Corporation—defining excellence

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are totally committed to performing all ratings and ongoing certification work with the highest integrity and accuracy. We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

### Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at [www.diamondcertified.org/guarantee.html](http://www.diamondcertified.org/guarantee.html).

American Ratings Corporation  
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