



**A1 Windows**

MARIETTA · GEORGIA

# 7 questions to ask before you sign a window contract

A short guide for Atlanta homeowners. Works with any window company — including us.

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## WHY THIS GUIDE EXISTS

Two window quotes can be thousands of dollars apart and still describe different jobs: different series, different glass, different scope, different warranties. Most of that difference hides in what was not asked. These seven questions put every quote on the same page, so you compare the work — not the sales pitch.

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## HOW TO USE IT

Ask each question to every company that quotes you. Write the answers in the checklist on the last page. If a salesperson cannot answer one of the seven clearly, that is your answer.

## 1 Who exactly will be in my house?

Employees or subcontractors? Licensed in Georgia? Insured? Who supervises the job and who do I call if something is wrong on installation day?

### A GOOD ANSWER SOUNDS LIKE

A named supervisor, a licensed crew, and a straight answer about employees vs. subcontractors. Subcontracted crews are normal in this trade; the question is whether the company stands behind them and supervises them.

### RED FLAG

"We have our own crews" with no name attached, or a salesperson who does not know who installs.

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## 2 Which series and glass package is this, exactly?

Manufacturers sell several series of the same window. Ask for the exact series name and the NFRC label (U-factor and SHGC) of the glass package quoted — not the brochure's best number.

### A GOOD ANSWER SOUNDS LIKE

A series name you can look up on the manufacturer's website, and the NFRC numbers for the glass quoted for your home.

### RED FLAG

"It's our premium line" with no manufacturer name, or a label that does not match the quote.

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### 3 Full-frame or pocket (insert) replacement — and why?

A pocket replacement keeps your existing frame; a full-frame replacement removes everything to the rough opening. Both are legitimate. The right one depends on the condition of your frames and what you want to change.

A GOOD ANSWER SOUNDS LIKE

An explanation per opening: sound frame and same size → pocket is fine; rot, out-of-square, or a size change → full-frame.

RED FLAG

One answer for every window in the house without anyone having looked at the frames.

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### 4 What happens to the outside of the opening?

Removing a window disturbs the exterior trim. Ask how it is finished: colour-matched aluminium capping, new trim, sealant type. A cheap quote often leaves this part out.

A GOOD ANSWER SOUNDS LIKE

Capping or trim work listed on the quote, with the colour, and the sealant named.

RED FLAG

“We caulk it” and nothing else on paper.

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## 5 What does the warranty actually cover — and for how long?

Separate the manufacturer's warranty (frame, hardware, screens, glass seal failure) from the installer's labour warranty. Ask what happens if you sell the house.

A GOOD ANSWER SOUNDS LIKE

Two warranties named separately, with years, and a clear transfer rule.

RED FLAG

"Lifetime warranty" with no document, or a warranty that covers parts but nobody covers the labour to replace them.

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## 6 How long is this price good for, and what is the payment schedule?

Factory costs move. A validity date protects both sides. The deposit and the final payment should be tied to milestones, not to the day the salesperson visits.

A GOOD ANSWER SOUNDS LIKE

A printed validity date, a deposit at signing, balance on completion — in writing.

RED FLAG

A "today-only" price, or a deposit larger than half before anything is measured.

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## 7 What happens if you find rot, lead paint, or a surprise?

Old homes hide things. Ask how a change is handled: who decides, how it is priced, and whether work stops until you approve.

A GOOD ANSWER SOUNDS LIKE

“We stop, show you, and price it before continuing” — plus lead-safe practices for pre-1978 homes when a test is positive.

RED FLAG

“We’ll take care of it” with no process, or an installer who keeps going without telling you.

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**THE COMPARISON CHECKLIST**

Fill one column per company. Same questions, same order — then the totals mean something.

|                                    | COMPANY A | COMPANY B | COMPANY C |
|------------------------------------|-----------|-----------|-----------|
| Who installs / supervisor          |           |           |           |
| Series + NFRC numbers              |           |           |           |
| Full-frame or pocket               |           |           |           |
| Exterior finish (capping, sealant) |           |           |           |
| Manufacturer warranty              |           |           |           |
| Labour warranty (years)            |           |           |           |
| Price valid until                  |           |           |           |
| Deposit / balance                  |           |           |           |
| Surprise process (rot, lead)       |           |           |           |
| Removal + haul-away included       |           |           |           |
| Total price                        |           |           |           |
| Lead time (weeks)                  |           |           |           |

**ABOUT A1 WINDOWS**

A1 Windows is a Marietta-based window and door replacement company serving about a dozen cities around Atlanta. We install Vytex windows bought factory-direct, with Georgia-licensed crews supervised by A1, a lifetime limited manufacturer warranty and a one-year labour warranty. Our written estimate answers all seven questions on its own pages — ask for one at [a1window.com](http://a1window.com) or (404) 445-8789.