

NORTHWEST NOW

Customers file class-action lawsuit against Window Select alleging they made payments for work that was never completed

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Lawsuits are continuing to pile up at Window Select after customers say they've been scammed out of thousands of dollars after they paid for windows and doors that were never installed.

Four customers filed a class action lawsuit on Wednesday in Waukesha County Circuit Court against the Menomonee Falls-based company, alleging they made payments for projects that weren't finished. Named as defendants in the suit are Window Select owner Justin Kiswardy, sales manager Kristy Russel and former general manager Ray Muldrew.

The suit alleges Window Select violated Wisconsin's home improvement laws and did not pay its subcontractors and suppliers for materials or services. The plaintiffs — from Germantown, Cedarburg, Oconomowoc and Milwaukee — are seeking immediate return of their down payments, cost of damages and attorneys' fees.

Numerous attempts by the Journal Sentinel to talk to Kiswardy about complaints against his business have been unsuccessful. On May 3, he asked for more time to answer questions sent to him in writing.

"I would love to sit down with you guys and have a conversation about Window Select's side of what's going on," he said. "Our attorney's advising us that we would really like to postpone this."

Brown County Sheriff's Department Deputy Marc Shield said Thursday that he's continuing to receive complaints from angry customers. Multiple departments across Wisconsin are now

involved in the ongoing investigation, he said.

Meanwhile, several Window Select employees have quit, saying they've been shortchanged out of commissions and other benefits. On Monday, Window Select confirmed four employees had quit. The Journal Sentinel was able to contact three of those employees, who declined to go on the record about their reasons for leaving the company.

Resources

Those interested can file a report on Window Select with their local police. To specifically reach Brown County Deputy Marc Shield, email marc.shield@browncountywi.gov.

As a consumer, you can request a lien waiver from Window Select, a document acknowledging the manufacturer or contractor received payment, as required by Wisconsin state law. For more information on how to request a lien waiver, visit www.datcp.wi.gov.

Viewers can also visit the Wisconsin Department of Agriculture, Trade and Consumer Protection's website for resources or to file a complaint at www.datcp.wi.gov.

Additionally, to file a report with the Better Business Bureau or to access additional information, visit www.bbb.org.

Employees with questions about their specific benefits should contact the U.S. Department of Labor's Employee Benefits Security Administration at 866-444-3272 or online at www.askebsa.dol.gov.

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