

11-06-11

Dear Tom,

Thank you for all your efforts in completing the extensive repairs on my property! You made what would normally be a very stressful experience go as smoothly as possible. I wish all my business dealings went that smoothly! Through the entire process, I felt you cared about me as a customer and you went above and beyond to ensure my expectations were exceeded. Your excellent customer service, fair prices, and high quality work are much appreciated. Further, not only are you easy to work with, you demonstrated high ethical standards, professionalism, and you followed through on your commitments. It was a pleasure working with you, and I will definitely be referring my friends and family to you + calling upon you for future services. Sincerely, *Fundac K.*