

Mrs. Barbara

Waxhaw, NC 28173

February 20, 2008

Tile Collections, Inc.  
11200 Carolina Place Parkway  
Pineville, NC 28134

Dear Sir:

I am writing you to tell you how very pleased I am with my granite installation. The granite was installed yesterday and I am totally happy with the finished product. I want to commend the work of ALL the individuals who worked with me, which ultimately made this a quality finished project. I especially want to commend the work of the installers: Serge, Chris and Alex who did a great job installing my granite countertops in my home. The large main countertop proved to be a very challenging job to get the granite in and placed. This granite section was very large and made a 45 degree turn. They were very concerned about getting the granite in and placed without possibly damaging it. They work diligently to place the granite without having to make a seam in it, which made me very happy. They called for extra help and they were able to get it in without any problems. They made cuts to custom fit the bar into the end of the wall and Serge worked to made a perfect edge where the new longer countertop extended about three inches beyond one wall, leaving the back smooth edge exposed. Serge added a piece of beveled edge to this piece which made a beautiful custom finish to this countertop. It was absolutely beautiful workmanship when he finished. This extra attention to detail is something which I truly appreciate. Not many people would have taken this extra time and attention to make everything just perfect!

I also want to commend the workmanship of Johnny at your fabricating facility who did the cutting and beautiful edging. The edging work is absolutely beautiful workmanship. Also, please express my appreciation to Betsy who was so helpful in selecting the granite and showing me how the templates would be placed on the slabs. She also called me after the work was complete to be sure that I was pleased with the finished work.

Last but not least, I want to thank Karen Stutts for her help in working with me in the showroom to select the perfect granite and for working with me to make everything come together as it did. I truly appreciate doing work with Tile Collections. Everything went according to plan and I am so very pleased with the work that was done for me. I will highly recommend Tile Collection to anyone I know who is planning to have tile or granite work done.

Sincerely,



Barbara