

August 6, 2007

Elaine Creasser
Tile Collection, Inc.
11200 Carolina Place Parkway
Pineville, North Carolina 28134

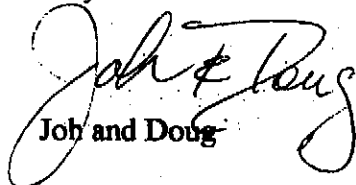
Dear Elaine,

You have every good reason to be proud of your company and this is the purpose of my letter today. It is not good enough just to fill out your customer feedback form and let it go at that. We feel as if we have created a wonderful project in our new home and Tile Collection has been an integral part of this project. Over a year ago, we came into your store just to look. We were planning our fourth home and looking for the perfect design solutions. We had been going to Homearama every year and had seen your craftsmanship in many of the homes. We were so impressed with your designs that we decided to check you out.

On that very first visit we were met by a new sales associate, Tammy DuVall. We believe that this was a "Divine Connection". Tammy was the perfect person for us. We knew immediately that we were in good hands. Tammy had infinite patience with us and worked graciously with us through all our design decisions, mind changes, mistakes and all the other angst that goes along with new home construction. She later told us that we were her first "big" sale. I'm sure she must have wondered whether it was ever going to close since it took well over a year to finish. She was unfailing responsive and totally reliable. This work ethic of integrity is unusual in today's business world. As business owners ourselves, we are in contact every day with people who can't be trusted, where customer service has been redefined as "not our problem". We can't praise Tammy highly enough. You are fortunate to have her.

Tile Collection completed installation on 7/27/07, and we are thrilled with the results. Our floors, baths, shower enclosures, porches, countertops, backsplashes, and hearths are all fabulous. You were the only sub-contractor who was always on time and followed through with your commitments. We want you to know how much we appreciate working with you and that we are very proud to tell everyone who asks, and there are many, that our building partner was Tile Collection.

May God continue to bless you,


John and Doug