

October 11, 2005

Tile Collection
11200 Carolina Place Parkway
Pineville, NC 28134

Dear Sir/Madam:

This letter is written to express our thanks, for the wonderful job Matt Saunders did installing our master bathroom floor. He was very professional, courteous, conscientious, and made sure that I was completely happy with everything.

Prior to using your company, I had a very bad experience with another company regarding the master bathroom floor. It was so bad the floor had to be taken up, this matter was not only costly but very upsetting. Matt made sure I was completely aware and comfortable with everything he did. He took the time to explain the procedure of installing the floor and made me feel comfortable through the entire installation. I must say it was refreshing to experience such great customer service. My bathroom floor looks exactly as I had visualized it. Thank you again for the providing such good service.

Sincerely,

Nancy



cc: Matt Saunders