

February 24, 2003

Elaine Creasser

Tile Collection

I must tell you what a nice experience my granite installation has been. I'm usually not inclined to give unsolicited accolades so this is a first for me.

I've never bought granite in the past so I was quite intimidated by the process. One of my dear old friends recommended you personally to me. I came in to see you and you simplified a complicated process for me.

Now I have the most beautiful Emerald Pearl granite countertops that you can ever imagine. That is only possible because you let me come into your home to look at your own gorgeous Emerald Pearl counters so I could visualize what my own home would look like after installation..

And I am so impressed by the installation team from the lead scheduler, Donnie, to Johnny, the fabricator who cut our beautiful granite. Plus the guys who measured and came out to install - each one more professional than the last. You should be so proud of such a committed installation team. And I hope and know that you must reward them well for doing such a good job.

I love doing business with a family owned company - my experience has been that you're always treated as family and you let me know that once again! Thank you!

Ria
Lake Wylie, SC