

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

May 17, 2006

Gentlemen:

We were very satisfied customers after your company personnel installed new countertops with backsplash the week of 5/8. First of all, Josh Davis was very personable, knowledgeable, and thorough in the followup of our needs.

All of the people that came to our place were very courteous and considerate. The template person, Steve, had suggestions for our Island which turned out to be excellent. The two granite installers made the countertops fit perfectly; of course, the machining of the granite slabs was superb. Tony Massey was a plumbing professional as well as a jack of all trades. Randy Estes was a go-to person; he must fit into your organization like a glove. The installers of the backsplash also did a terrific job; the lead person was like an artist. Your shop superintendent, Johnnie, was another go-to person when our dishwasher would not start. He diagnosed where the misconnection occurred and we were all in business!

Again, you can be very proud of your people; they knew what they were doing and they made certain that the customer was satisfied.

Sincerely,
Ron & Kay