

Charlotte, NC :  
August 13, 2007

Dear Matt:

We apologize for taking so long to get this letter in the mail to you thinking that we might be receiving a "performance evaluation form" from you. We really do not need a form as we are so totally pleased with the service we received from your business from beginning to end that we had already planned to write to you.

From our first contact, Brittany Woods, we knew we had come to the right place. Brittany was so patient and helpful in directing our decisions to coincide with the color samples we had brought to the store. She definitely is an outstanding asset to your sales personnel.

Then you came to our home to measure the area we planned to tile and formulated your cost estimate from that visit. You, too, made an equally fine impression.

Finally, Andy came to install the tile. What can we possibly tell you about this artisan that you must already have heard many times before. He was a diligent, gifted craftsman who transformed a very outdated, aged formica back splash into a thing of beauty. We cannot praise his workmanship enough. Andy is truly top of the line when it comes to tile installers.

Thank you for providing such a thorough positive experience to some old folks who just want to keep their home updated.

Sincerely,



Vernon and Charlotte