

November 26, 2007

Dear Marco,

We just wanted to take a moment to thank you for the outstanding job you and your folks did on our recent kitchen remodeling project. The finished product is truly above and beyond our expectations. From quote, to final walkthrough, we felt extremely confident that you were working with our best interests in mind. You came highly recommended to us, and we will certainly pass on our recommendations.

We truly believe that "remodeling" is quite different than a "new build"; after all, you're working in somebody's current home vs. their future home. Your folks certainly understood this, and were always conscious of doing everything they could to keep our "home" in tact throughout the project. Looking back, we can't tell you how important this was.

You were here when you said you were going to be here, you did what you said you were going to do (and then some), and you finished when you said you were going to finish. In speaking with some of our friends who were not quite this fortunate with their contractors, it's extremely difficult to put a value on this. Whenever an issue came up or we decided to make a change, you were always available to us, helped us work through the issue, and we always felt comfortable that it would be taken care of (quickly and correctly).

Our new kitchen has become the family gathering place, and we look forward to many more years of enjoyment. Thanks again for a truly outstanding effort, and we look forward to working with you in the future.

Darrin & Kimberly Austin

A handwritten signature in cursive script, appearing to read "Darrin & Kimberly Austin". The signature is written in dark ink on a white background.