

Edward M. Bolt
51694 Mahican
Macomb Twp., MI 48042

February 6, 2002

Du-All Contracting
7322 19 Mile Road
Sterling Heights, MI 48314

Dear Zef:

I write this letter with sincere appreciation of the tremendous effort and work that your company has provided my family. There were major repairs to complete and the finished work looks spectacular. I ordinarily would not write a letter to simply say good job but in this instance there were many examples of courtesy that your team extended to my family that I feel I need to address. My seven month old son was not able to crawl on the carpet because it had been pulled up from the water damage, one of your team came to my home on Christmas morning to put the carpet down for the time being so that my son could crawl around during the holidays. This is far beyond any expectations that I have had regarding your cooperation.

I also would like to thank Alicia for helping so much as well. I was talking to Alicia almost on a daily basis and she always returned with an answer the same day that I gave her my question. While the work was not scheduled to be completed until next week, Alicia found a way to get the team to my house when they had an unexpected cancellation. Alicia even provided me with her cell phone number so that I could call her on her while she was on her way to her college classes, again way beyond the "call of duty."

This type of teamwork combined with excellent service makes for one very appreciative and satisfied customer. If any of your customers would ever like a reference, please do not hesitate to give them my number, as I would be anxious to tell them of my great experience. Thank you for restoring my home and doing so with very little inconvenience.

Sincerely,



Edward M. Bolt
Satisfied Customer