

floor designs

From: "Carmen Ritley" <caritley@sbcglobal.net>
To: <Floordesigns@grandecom.net>
Sent: Sunday, January 16, 2005 10:07 PM
Subject: Thank You

Dear Rose,

Just a short note to let you know how thoroughly pleased my wife and I were with the quality of the laminate flooring in our great room. As you know, we were a bit reluctant on the front end because the laminate flooring we had in our last house had visible seams and make a horrible clicking sound as we walked across it. Phillip did an absolutely amazing job installing this floor and try as I might I cannot find a single seam anywhere. The installation of the trim pieces around our entertainment center and fireplace was simply masterful. By staggering the pieces and mixing up the patterns the floor truly looks like wood and with the thicker padding it sounds like it as well. We just finished cleaning it for the first time this weekend and just as I expected it was a snap to clean.

Contracting our own home over the past nine months has taken its toll on my wife and me. I am sincerely grateful for the level of professionalism and conscientiousness that your firm demonstrated throughout the flooring process. You met every deadline and lived up to every commitment you made which is seemingly rare in the residential construction industry these days.

Very truly yours,

Phillip Ritley