

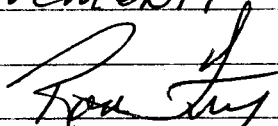
01-29-01

TO WHOM IT MAY CONCERN;

IN December of 1996, I CONTACTED TOM TO START WORKING WITH MY WIFE AND ME TO REPLACE THE WINDOWS IN MY HOME. AFTER NUMEROUS OPTIONS PRESENTED BY TOM, WE FINALLY SETTLED ON THE STYLE AND FUNCTIONALITY OF OUR NEW WINDOWS. I KNOW WE DROVE TOM NUTS! HE WAS, HOWEVER, VERY PATIENT AND IMPRESSED US WITH HIS KNOWLEDGE OF HIS PRODUCT. IN FEBRUARY OF 1997 WE HAD HIM PUT THE WINDOWS IN, ALL 19 OF THEM. THE 19 INCLUDED SIDELIGHTS FOR THE FRONT DOOR AND A BACK PATIO DOOR.

WITHOUT HIS KNOWLEDGE, HIS VENDOR SENT HIM THE WRONG WINDOWS AND HIS CREW HAD STARTED TO INSTALL THEM! ONCE THE ERROR WAS CAUGHT, TOM IMMEDIATELY REORDERED THE CORRECT WINDOWS, PULLED THE PREVIOUS INSTALLATIONS, AND REMOUNTED THE NEW ONES. I LIKE WORKING WITH A COMPANY THAT STANDS BEHIND HIS WORK AND WORD! I HIGHLY RECOMMEND HIM TO ANYONE LOOKING FOR HIGH QUALITY SERVICE AND PERSONAL INVOLVEMENT.

1075 TEAL CR.
Mtn. Home, ID


587-2711