

September 14, 2005

Owner,

I would like to take this opportunity to express to you our praises for your wonderful product and staff.

My husband and I purchased Anderson windows and doors from you. We could not be more pleased. The French door is so beautiful as are all of the windows. The wood moldings set the windows off so well.

My husband and I have been remodeling our house for the last several years, but nothing we have done so far comes even close to the look of the windows.

We would also like to tell you that your employees Steve and Nick are so talented and professional. They came to our house promptly every morning, installed the windows and doors in what I consider to be record time, and never left any mess to be cleaned up. You have two excellent employees. As a matter of fact, everyone that we have dealt with, has been very courteous and knowledgeable.

Thank you, and I am sure we will be back to purchase other merchandise.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jan".

Ken and Jan