

October 15, 2015

From: Raymond & Mary Jane Perry  
(LtCol USMC RTD)  
15918 Brawner Drive  
Dumfries VA 22025

To: FA Design Build  
Flooring America  
3041 Golansky Blvd  
Woodbridge, VA 22192

Dear Sir:

I am sending this letter to commend your Company on a superb job completion.

My wife, Mary Jane and I are truly impressed by the actions taken by Mr. Douglas Hernandez (Salesman), Ms Sherry Meidt (Customer Assistance), and Mr. Bob Wickline (Manager).

On August 17, 2015, we ordered carpeting to be installed on our staircase. It is a wooden staircase, with one turn and a bird cage ending. It had been carpeted 14 years previously.

The first team you sent out were polite but not experienced. My wife noted that the edge of the stairs were not padded (as they had been the first time the stairs were carpeted), and that the carpeting was loose on the stairs themselves. She also noted that spaces between the railings appeared to be filled in with very noticeable patches. The bird cage was also loosely done. I also noted these problems when I inspected the work.

Mr. Don Benham came and inspected the work. He returned to your office and later contacted us to schedule a complete rework of the job by the "A" Team.

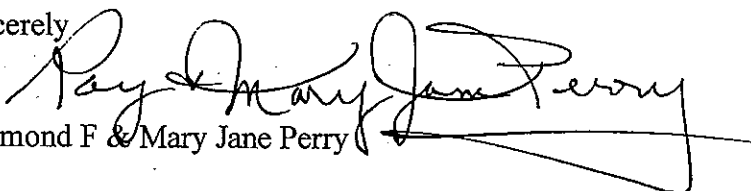
Carlos and two workmen came on October 6, 2015 and redid the entire stairwell. We had tipped the first team, as is our custom, and tried to tip Carlos and his team. They refused the tip and instead gave us a \$50 Gift Certificate!

Service like this is the sign of a truly professional organization.

Our home is 29 years old and we have a number of items needing re-work. You rest assured FA Design Build Flooring America will be the first place we will call for the tasks that apply. Our friends and neighbors already have heard us sing your praises.

Congratulations on hiring true professionals.

Sincerely,

  
Raymond F & Mary Jane Perry