

1769 Fifth Avenue

Islip, New York 11751

May 31, 2002

Royal Windows Mfg Corp.
1769 Fifth Avenue
Bay Shore, New York 11706

Gentlemen:

We are writing to you to express our satisfaction with the service your company provided to us. We were very impressed with your operation and the time and effort your salesmen took in designing our windows. You made no promises you could not keep and our windows were delivered when promised. We appreciated your consideration in calling us with a delivery time so that as you said "we wouldn't have to wait around all day for your truck". We decided on a time of 2:00 o'clock; and even though I was running a little late, your delivery men were on time and I found them waiting patiently for me to arrive. They too were very courteous.

In this day when companies make false claims and empty promises, your company can take pride in the professionalism you demonstrate and the high quality of your product. We will certainly recommend Royal Windows Mfg Corp. to all our friends and family when they are in the market for windows and doors.

Once again, our gratitude and appreciation is extended to everyone at Royal Windows Mfg Corp.

Very truly yours,

The Livreri's