

140 Collins Avenue
Deer Park, NY 11729
June 26, 2006

Royal Windows and Doors
Attention: Cesar Matos
1769 Fifth Avenue
Bay Shore, NY 11706

Dear Cesar,

I wanted to take the time and let you know that my daughter and I are pleased with Royal Windows and Doors.

Any time a homeowner makes a major purchase for home improvement, there is always a bit of fear, hesitancy and concern about going ahead with the project. When we originally called for an estimate, you provided excellent service to us—friendly and professional throughout the whole process.

Replacing the patio door and double hung windows for the dining room turned out to be a good experience--all around.

Tony installed the patio door, and he was excellent. He's knowledgeable in his specialty, and he did very good work on these jobs. He's also very neat and careful in his work. His assistant, Louie, also did a good job—careful as well. They both made sure the premises were completely cleaned before they left. We felt very comfortable with them.

As you know, our neighbor recommended your company, and we would recommend as well. There is a lot of competition in the industry, so the deciding factor on who to choose is often based on recommendation. A solid community reputation is the foundation of a successful company.

Sincerely,

Ann Posalie
Homeowner