

3 Northfield Drive E.

Lake Ronkonkoma, NY 11779

March 23, 2003

Royal Home Products
1769 Fifth Ave
Bay Shore, NY 11706

Dear Solis,

Thank you for a very gratifying experience in dealing with your company. My recent purchase of all new windows for my home was a testament to good business practices.

From the initial visit my wife and I made to you beautiful showroom, to your low key sales approach, the timeliness of the appointment for the measuring, the contract signing and immediate scheduling of the installation date was a very pleasant sales experience. Even though the sale was completed, the professionalism continued through the installation and final clean up of the job site.

Your technicians, especially Leo, deserve mention as they did one great installation job. Every request from the sill cutbacks to the special inside trim were completed in a craftsman like manner. As for the exterior, he must be able to do the trim in his sleep. In just two days, the job was completed, not one piece of debris remained and our home was back in an orderly state.

Job well done.

Sincerely,


Bob Ripp