

May 2, 2008

Patrick Guerriere
Jancewicz and Son
6 Morgan Street
Bellows Falls, Vermont 05101

Dear John & Patrick:

On behalf of my husband and myself, I would like to express our most sincere "Thank You" for a "Job Well Done".

Upon arriving home last Thursday I was impressed at how many windows had been installed on the first day. Out of excitement, I walked through our home checking out every window and couldn't believe how well each one had been installed and was amazed at how clean each room was left.

Prior to reading your note on Friday, we had just assumed that there would have been at least four or five people working as a group to complete our windows. After reading your kind note, I must tell you that you both have our upmost respect and admiration. I am even more impressed with the workmanship and care that the two of you alone, put into our windows. And, I am very glad that you both enjoyed your note as much as we enjoyed ours. Just to let you know, we are "totally" enjoying our windows. I feel like it is Christmas. Once again I am going to say to both of you, be very proud of the work you do.

Brad and Jancewicz & Son are very lucky to have such dedicated employees like yourselves, which speaks volumes for your employers as well.

In closing, thank you again from start, with Justin answering the phones, Brad representing the company, with Melissa handling scheduling, to the finish, with you the installers, who carry out the work. All of you together as a team have left us, your customers, with an extremely satisfying experience.

We look forward to the possibility of working with all of you again in the future with replacing our front windows.

Sincerely,



Mionia (George) & Mike Peterson

cc: Brad/Justin/Melissa