

Ms. Jennifer Gill  
Marketing Director  
Exact Match Masonry Staining  
6050 Lewisberry Road  
Dover, PA 17315

August 6, 2008

Dear Ms. Gill:

Please accept this letter as an expression of our satisfaction with your company. From the first phone call that was made to you to the end product, which resulted in a fireplace that looks brand new, we were totally satisfied with the service, advice and professionalism that you and your team members provided.

Your team member, Matthew, who did the actual staining, was extremely polite, meticulous, and helpful when it came to making color decisions. We were amazed at his patience and attention to detail. He arrived for the job on time and remained with us until the job was complete and met with our approval.

In closing we would like to say that we would recommend your company to anyone we know who is looking to change the appearance of their brickwork indoors or outdoors. As a matter of fact, we have already raved about your company to several friends and acquaintances. Our fireplace is now the center of attention in our living room thanks to you.

Very truly yours,

*Fred and Andrea Bates*

Fred and Andrea Bates  
Neptune, New Jersey