

Peter Santos
Hickory Corner Road
East Windsor, NJ 08520

Tri-State Building Specialties
1016 Rte 33
Freehold, NJ 07728

October 20, 2004

Gentlemen:

I am pleased to enclose our check for \$250 as final payment. Our sunroom passed township inspection with flying colors. We are very happy with the way the work came out, and look forward to enjoy it for many years, especially in the summer.

I would like to commend Stefan and Mike for their excellent work. They were very professional and easy to deal with. They took pains to make sure everything was done to our satisfaction. Through no fault of their own, the room leaked at first rain. They came twice, the last time on Sunday. On that day they found where the leak was coming from which turned out to be our own roof, and fixed it. It was a lot of work because they have to tear up and redo some of the work they had done but made no complain.

We are very pleased to have done business with your company. Your responsiveness and immediate action to fix a problem is outstanding. Bill came to our house and did a very low key presentation and sale to us. He pointed out ways that we could save some money and entirely sold us on the project. We normally do not sign on the dotted line the same day, and contact other sellers. We were so confident that Tri-State would be the best way to go that we contacted no other company.

We hope that we will have no other problem with our sunroom, but if we do we know that you will immediately respond and fix it.

Sincerely,

A handwritten signature in black ink, appearing to read 'Peter Santos', written in a cursive style.