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I wanted to take this opportunity to express my sincere gratitude and appreciation of the manner in which you and your company handled the delivery and installation of your product on my house. From the first time I spoke with you and you assured me that the product would be delivered to my residence so that I may be ready for the then-concern of Hurricane Ike, to the days that your staff took care to not only install the fabric sheets, but also ensure that they were done so in a manner that was aesthetically pleasing, your company has always acted in a professional and customer -oriented manner.

Being an attorney, I recognize that providing legal services is sometimes only half the battle. The job of customer service is really what sets you apart from other firms. In your case, you went above and beyond all expectations that I could have had as to service by a company, and outperformed and out delivered my greatest expectations.

I was already a fan of your product; now I am a fan of your company. I welcome you to post these comments on your website, and would be more than happy to provide pictures and any testimonials you would like with regards to the manner in which the product is delivered and installed. Hopefully, I will not have an experience wherein I will have to use the product, but I am confident that if it ever happens, I have the best in the industry and it will afford my family the safety, security and convenience of being able to secure my patio and store my outdoor possessions therein, without the necessity of bringing them into my home.

Once again, I cannot thank you enough for the way in which you treated me and took care of me, and will be a loyal customer from now and into the future.

Very truly yours,

*Guy M. Shir, Esq.
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