

December 17, 2009

Justin Radwanski  
Solution Concrete  
4401 Perkiomen Avenue  
Reading, PA 19606

Dear Justin:

I wanted to send you this follow up letter regarding the work that your company did at our home located at [REDACTED]. As you knew coming into the job, we were recovering from an extremely poor installation by our previous contractor. I'm sure that this made the job a bit more difficult in that you were aware that we were feeling somewhat taken advantage of and were skeptical at anyone else coming in to do work on our site. However, given this situation, you put us at ease regarding how it was best to fix the situation that existed and replace the garage floor completely. Not only was your demeanor professional regarding all of our communications, but you kept the communication channels open and were constantly in touch with us throughout the project. Even when we ran into some issues that resulted in the necessity to increase the cost of the job, your approach was succinct and extremely professional. We also realize that this was a difficult position for you to be in and we were extremely impressed with your financial response to this issue as well. I couldn't have asked for a more professional and trustworthy approach.

I also want to commend your employees for their professionalism, their work ethic, and their demeanor that they brought to the job. While we did our best to stay out of the way, I know that we did have a few moments to talk with some of the people on the job site and they were some of the most courteous and gracious people we have met. Your company and its employees have given us the hope we needed to see regarding that there are some great contractors and great people out there who simply want to do a job well and leave a positive impact on their customers. I cannot express the great pleasure it has been doing business with Solution Concrete.

Enclosed with this letter, you will find a check for the full amount of [REDACTED] as indicated on the Invoice dated 12/14/09.

Please pass on our gratitude to your employees and we wish all of you at Solution Concrete Happy Holidays. Please do not hesitate to include us in your list of contacts for references. It would be our pleasure to represent you in this light.

Sincerely,



Shawn T. Snavelly