

8/31/04

Dear Metro Home Improvement,

I would like to thank you for making our first experience with window replacements an enjoyable one. Everyone associated with the company, from the sales staff to the installers conducted themselves in a professional and courteous manner. Everything that was promised during the initial consultation was delivered in a timely manner. The windows look great! The installers not only completed the job in one day but also left the place in immaculate condition. You couldn't even tell they had been here. This experience will definitely raise the bar on our expectations for future services we require on our home. We would look forward to doing business with your company again.

Sincerely

A handwritten signature in cursive script that reads "Robert & Lotty Bresch". The signature is written in dark ink and is positioned above the printed name and address.

Robert & Lotty Bresch
1520 Boxwood Trace
Acworth, Ga 30102
(770)-428-0775