

Mr. and Mrs. Thomas R. Poland



November 19, 1999

Dear Bernie,

Please accept our congratulations on associating yourself with European Windows. This is indeed a fine product. We are very pleased with the service you provided, as well as the windows and doors.

It is a pleasure to do business with professionals of your caliber. You not only converted all the measurements for the American installers to use, you also came to the job site to insure that the windows and doors were intalled properly.

We highly recommend you and your product. Please feel free to use us as a reference at any time.

Sincerely,

A handwritten signature in cursive script that reads "Tom & Carmen Poland".

Tom and Carmen Poland