

10 NOVEMBER 2004

BERNIE:


IT WAS AND HAS BEEN A PLEASURE WORKING WITH YOU IN ACQUIRING MY WINDOWS. NOT ONLY DID YOU SHOW A GENUINE INTEREST IN MY PARTICULAR NEEDS BUT YOU ALSO DISPLAYED A REAL KNOWLEDGE AND WORKING UNDERSTANDING OF WHAT YOU SELL.

I HAVE LIVED IN THE HOUSE THROUGH OVER A YEAR SINCE THEIR INSTALLATION AND THEY HAVE PROVED TRUE TO ALL EXPECTATIONS. UP HERE ON TOP OF THIS MOUNTAIN WE HAVE TREMENDOUS GUSTS OF WINDS AND EXTREME FLUCTUATING TEMPERATURES BUT ONCE I CLOSE THE DOORS AND WINDOWS ALL THAT IS LEFT OUTSIDE.

IT PLEASES ME TO TELL PEOPLE ABOUT YOUR GREAT PRODUCT AND HOW YOU ATTEND TO THE LEAST BIT OF DETAIL, ALWAYS IN A GENIAL AND PLEASANT WAY.

AGAIN, THANK YOU AND THE HEINZMANN GROUP FOR A GREAT PRODUCT AND PROFESSIONAL SERVICE!

SINCERELY,

A handwritten signature in cursive script, reading "Uwe E. Haarhoff". The signature is written in dark ink and is positioned above the printed name.

UWE E. HAARHOFF