

1 May 2010

Mr. Wayne Olhiser
Annadel Window Company
18705 Sharon Court
Cottonwood, CA 96022

Dear Wayne,

I am writing to let you know how very pleased I am with the windows you installed at my place in West Marin.

I think I mentioned that before I met with you I had already received two estimates for the work I had in mind. Somehow, neither one seemed right, so I kept looking. I am very glad that I did.

There are quite a few windows in my house that need to be replaced. But I knew I could not afford to do all of them at once. I appreciate that you listened to my plan, measured the windows I wanted to start with, agreed to some minor construction work where a sliding door would be removed, confirmed with drawings that we understood each other, called your supplier to talk about pricing, and gave me a revised estimate before the end of our first meeting.

I also appreciate that before the actual order was placed, you suggested an alternative plan that would save me money and look even better than the improvements I had in mind.

As for the actual installation, you run a tight ship, captain. What a very capable, professional, and respectful, crew. The work proceeded as you explained it would, you took great care in the details, inside and out, and you left your worksite almost cleaner than you found it.

Then, not only do I think the windows look great every time I pull into the driveway but, the first time I used my wood-burning stove, after the new windows were in, the whole front of the house stayed warm until the next morning, which never happened with the cloudy old metal frame windows.

Please do not retire before I am ready to replace the rest of the windows. Please feel free to give my number to anyone who wants to know if you're the guy to hire.

All the Best,
Elizabeth Leahy
415-827-1142