

September 10, 2003

To: Jared Langley Roofing  
Missoula, Montana

From: John Nielsen  
7210 Old Grant Creek Road  
Missoula, Montana

Dear Jared,

I would like to take the time to tell you what a pleasure it was to have the opportunity to work with you and your whole roofing operation during our recent roofing job. We had the unfortunate problem of having a leak in our roof detected after an unusually hard rainstorm. The initial evaluation of our problem revealed that the leak was caused by a defective product used on the original roof. Because we were not the original owners of the home, no warranty existed for us to fall back on.

We had received four estimates prior to getting one from you. Most of the contacts I had made to receive estimates consisted of no more than just a phone call and an estimate in the mail. Nobody took the time to meet with me and talk to me about what needed to be done to do the job right. That was until I contacted you. You personally came out and spoke with me for more than an hour about what problems you saw and what you thought it would take to fix those problems. You then wrote the estimate up while still at the house and went over it to make sure that I had no questions. You also explained the options that were available to us in order to make the roof better than ever.

While on vacation, your workers showed up to start the job. Upon returning from our vacation, we found that the roof was partially complete. The old roof was completely removed and the new roof was partly on the home already. There was no mess to contend with and the only way we knew that your workers had been there was by the new roofing materials on the roof itself. Over the course of the following week, your workers came and went without any inconvenience to our family. Every person that we dealt with representing your company was courteous and friendly. Any questions were handled professionally either by you or one of your workers. And the finished product looks great!

Jared, you and your workers made this trying experience about as easy as it could be considering the situation. I would certainly never hesitate to recommend you and your company to anyone in need of a new roof. I wish all dealings with folks in the home repair business could be such a pleasant experience as it was working with you. Thank you.

A handwritten signature in blue ink, appearing to read "John Nielsen", is located at the bottom right of the page.