

July 28, 2002

Metro Hardwood Floors Ltd  
6031 Centre St. S.W.  
Calgary, Alberta  
T2H 0C2

Attention: Matthew Maki

Dear Matthew,

In May of 2002, your company installed "finished-on-site" maple flooring in our home. The job was a fairly large one consisting of three bedrooms, hallway, and a curved staircase. This letter is to express our immense satisfaction with the results.

The quality of the material, the workmanship and knowledge of hardwood flooring offered by your company were superior. We were particularly impressed with the workmanship and the excellent service during and after the job.

The quality of the material is evident in the beauty of the maple and the subtle finish. The excellent workmanship is evident in the perfect installation of the boards with no gaps between the boards and the beauty of the curved stairs and the moulding on the stairs. You were also very attentive in ensuring that there were no unstable areas in the flooring by shaving down certain sections of the sub-floor and nailing down other sections that squeaked.

We were very pleased with your knowledge of hardwood flooring as you were the only company that recommended removal of the particleboard under the carpeting to ensure proper installation.

The service your company gave was also excellent. You went the extra mile a number of times and for that we were particularly impressed. You repaired the nails that jugged out under the stairs to the basement. You redid a section of the moulding on the stairs to improve the look and location of the seam. You repaired a dent. You even repaired floor damage done by another firm during the installation of the banister.

We also very much appreciated the excellent daily communication you had with your contractors and yourself. This displayed a real interest in ensuring a quality job and in addressing concerns immediately.

You not only exceed expectations, you did it with the most competitive price. Thank you sincerely for ensuring that we received great value for our investment. We would be most pleased to be a reference to any future customers should any ask (as we did).

Sincerely,



Mary Lazimbat



Bernie Borkenhagen