

January 13, 2009

Dear Shelter Specialties and Supply Co.,

I would like to thank you for a job well done. I was very impressed with your craftsmanship. I have had people comment on your plumbing and they referred to it as "art". The system works very well.

Your quote was accurate and you answered all my questions. I have recommended you to others and will do so in the future.

Thanks again!

PS. My wife was impressed because there was no mess left behind. Thank you, Ted!

Sincerely,

A handwritten signature in cursive script that reads "Fred Musselman".

Fred Musselman