



November 11, 2009

Dear Mr. Daniel Castillo,

I want to thank you and your staff for an outstanding job. I'd also like to thank you personally for your professional and courteous manner throughout the process. It's not very often that I'm able to write this type of letter to a vendor, and it gives me great joy to do so today.

I appreciate that your company stayed to the quote, in lead-time and price. Furthermore, I really appreciated the communication from all of your team members. It's nice when things get done as promised, and your team kept every promise!

Your staff was quiet and very efficient. The entire job was seamless and our production floors went uninterrupted. That's quite an accomplishment!

Please feel free to use us as a reference. We couldn't have been happier with the job that you and your team did for us.

Thanks again Daniel!

Sincerely,

Mark Whittington

Mark Whittington
Operations Manager

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