

Renee Jones
19145 Oak Street
Apple Valley, CA

May 14, 2004

EXPRESS BLINDS & DRAPERIES
15922 Outer Bear Valley Road
Victorville, CA 92392

Attention: Jenny Christine

Dear Jenny:

I want to commend you and thank you for the excellent service you and your associates provided in fulfilling my order for the installation of window blinds in my house yesterday.

Working with you and your staff has been a pleasure and I am delighted with the results.


As you know, I originally planned to have this work done by Home Depot but the lack of any service on their part (including my having to make five visits to the Home Depot store before they notified me they had no valances available and would not be able to provide any!) made it necessary for me to cancel my order with them. Canceling the order itself, took a full half hour while the clerk clicked away on her computer trying to complete this transaction!!

My friend, Bruce Bacon, checked the "Yellow Pages" and found "Express Blinds," and suggested we visit your company and see what could be done. Our first (and only visit to your office) lasted less than one-half hour and we were shown actual samples of the finished product also with a large choice of colors of both blinds and valances.

My order was placed with you May 6 and work completed in excellent order on May 13. Your installer was late in arriving (due to conditions beyond his control) but when he did arrive, he went to work immediately and finished the entire job (two large window areas) in less than one hour. I especially appreciated his offer to take my old blinds with him to dispose of them.

Thank you and all of your associates for your cooperation and help in getting this order completed in a business like manner. Also -- your total price for the project was about half the amount Home Depot planned to charge me!! I am very happy I found "Express Blinds" and am recommending your company to any and all who will listen to me!

Sincerely,


Renee Jones