

November 29, 2011

Dear Alex and Mary:

I wanted to take a moment to let both of you know how happy we are with our A&E paint job. Every time we pull out of our garage, my wife and I admire your work and how it makes our home look "just right." I can't begin to tell you how many compliments we've received – neighbors, visitors, delivery persons and so on. Every now and then, a car will pull up and ask who painted our house.

In these tough economic times, it must be difficult for you to sign up a customer. After all, painting a home is not just a few dollars, so people are reluctant to sign on the dotted line. However, I wish I could be standing next to you so I could tell the potential customer about the care you took in making our home look perfect. As you say, "preparation is the secret," and you power washed, masked, primed and even trenched around our home so the final product would be perfect. Your employees were courteous, punctual, neat and very professional. It was amazing to watch the A&E team complete in three days what would have taken me three months.

I would be willing to tell anyone who needs their house painted to call A&E right away. Don't waste time with anyone else, even if their price is lower. With A&E, the price includes quality – a first class job where all you have to do is sit in your easy chair until the work is complete.

Thanks again for taking good care of us and operating an honest, trustworthy business. We are your customers for life!

You have our permission to use this reference any way you desire.

Sincerely,

Donald and Kathy Delano
2049 Meadow Rue Court
Trinity, FL 34655