

April 14, 2001

ABC Seamless
218 Avenue D
Cheyenne, WY 82001

Dear Randy,

Rather than writing a thank you letter for the fine work accomplished on my home I'm writing a letter of apology for not contracting with ABC Seamless for siding, window, and gutter installation.

Randy, you personally responded to my request for bid by providing a detailed, fair, and competitive estimate for work on my home. The professionalism and knowledge demonstrated by you throughout our meeting should have been my clue that you were more than a salesman. You were a craftsman, proud to tell me about the quality work, excellent product, and successful work that you have accomplished in the Cheyenne area.

Unfortunately for me I made the wrong decision. In securing what I believed was a bid from an out of state competitor, I found I signed a contract for work to begin. From that moment on I knew I had made a mistake. Not only was I pressured, but also once the work began the quality of work became an issue within two days.

Ultimately the original work crew was replaced and a second crew finished the job. A job that was originally estimated to take one week to complete stretched over a six-week period. A portion of that time was spent undoing or redoing the work of the first crew. Although the replacement crew tried, some flaws could not be corrected. Verbal promises made by the salesman were not delivered because "no one" knew those items were to be included.

If sharing my experience with any of my Cheyenne neighbors will prevent them from making the same mistake that I made, and living with the consequences, then you have my permission to share it with them. I cannot help but believe that if I had contracted with ABC Seamless the work on my home would have been completed promptly, correctly, all as promised at a fair competitive price. You can be assured that I have learned my lesson, and if I need further siding, window or gutter replacement I'll be calling ABC Seamless, the hometown contractor.

Sincerely,

Mary Lewallen