

July 13, 2004

Dave McHenry  
Dave Gordon  
National Brick Pavers  
3450 N. Federal Hwy  
Lighthouse Point, FL 33064

Dear Mr. McHenry & Mr. Gordon:

My husband and I recently used the services of your company to install 1" pavers on our pool deck. I am writing in behalf of both of us to let you all know how pleased we are with the outcome of the project and how wonderful it was working with Doug Kinzel. We stopped the project after the coping and some of the pavers were installed because we did not think the coping and the pavers blended in color. Although these were our selections, we felt the fact that we picked the coping from a sample board and the paver from a selection that had been out in the elements for sometime, this was not totally our error. Doug was very understanding of the situation and presented it to you all for resolution. You agreed to pick up the pavers that had been installed, allowing us to make another selection. We preferred the color of the paver to the coping and asked if it were possible to stain the coping rather than select new pavers. Doug proceeded to work with us in finding a stain to blend with the pavers. After the completion of the paver installation, Doug proceeded to stain the coping on his own time. We cannot tell you how pleased we were with Doug's understanding, tenacity and his willingness to go to such lengths to "make the customer happy." He never showed frustration or irritation, he only did his job as he saw it needed to be done.

Thank you all and Doug for working with us in resolving our situation and avoiding a potential disaster.

Sincerely,



Jean P. Phebus

Cc: Doug Kinzel