

KENT NICKOL

June 24, 1999

Albert Ven-Ezra
President
Weathergard
14350 W. Eight Mile Rd.
Oak Park, MI 48237

Dear Mr. Ven-Ezra:

I just want to commend you on the service of your company and employees. I recently got four replacement windows and I'm very pleased.

Your people that answer the phones and schedule appointments are very friendly. Brian Howard, my salesperson, was great; not a hard sale, just friendly, informative and obviously effective at making a sale. Phil, the final measurer, was right on time. (That means a lot. If you knew how many times I've been left waiting or stood up by home improvement people). Marc and Eric, the installers, were extremely courteous and efficient. Whenever someone was going to be late, they called before to let me know. I appreciate that.

In my opinion, this puts your company well above your main competitors. When Wallside Windows found out I was going with another company, they responded with "good luck" and hung up on me. Then someone had the nerve to call back a week later to find out when they could schedule an appointment to come out again. Hansen Windows were "no-shows" twice.

I believe service should be recognized when it's good (not just when it's bad). When I go to replace the other windows in my house, I will certainly choose Weathergard. My buddy Tim Pearl from Corporate Video (the company that produces your TV spots) recommended your company. I'm glad he did.

Sincerely,



Kent Nickol