

Nov, 1991

Dear Mr. Kent,

Today they finished the job contracted to install the aluminum eaves, soffit, and kitchen side door. I should point out that when we bought this house 17 years ago, a lot needed to be replaced; doors, windows, bays made, etc. I have had many different contractors so I thought I knew what to expect. The product was good and the work was careless, or the work was good and the product substandard. Of course all the salesmen made the same guaranties and assurances. Something always went wrong usually by incompetence and it always left me with the thought that anything Canadian is garbage.

This job changed that thinking! I at least know that there is one company out there that does care about the public and understands that the customer must be happy or they won't come back. You have shown me that the customer is the bottom line and not an inconvenience. I should have been suspicious when you showed up on time on the day promised. This is a new first for me. I understand that weather does not always make this possible but still, I WAS SHOCKED.

Bill, the door installer and Marcus, the aluminum installer were very courteous, proficient workers who took the time to explain a few things to me I did not understand. This not only made me happy but saved much time, as I could see that it was the proper way to be done.

Marcel may not have an easy job being the salesman but at least he can probably sleep at night knowing that he does not have to lie through his teeth to make a living. I must also state that Marcel was very helpful in organizing this whole schedule and bringing together both sides of this semi, especially when the other half were going to have the aluminum done by their cousin in another company. People, as you know are loyal to family, so this was a great sales pitch to be sure. I am grateful, now both halves of the semi look the same. I still have more to do around the house. I have one bay window to build, casement bedroom window, front door, and a back patio door. I will be in touch again you can be sure. I must add one more thing since I have already had so much work done around here. WHERE WERE YOU WHEN I NEEDED YOU BEFORE!

Mr. Kent, you really do have a company and staff you can be proud of. I hope you always will, as Canada needs more companies like yours if we are to remain competitive.

Sincerely,

Jack Riley