

C.T. Herndon, III
802 Xanadu Court
Johnson City, TN 37604

June 14, 2002

Mr. Robert Pakrul
Spotless Carpet Cleaners & Janitorial Services, Inc.
206 Dalewood
Johnson City, TN 37601

Dear Mr. Pakrul:

My wife and I want to commend and thank you and your employees for the excellent service we received following the water damage to our home. As soon as it was discovered, you came right out and got up the wet rugs, moved the furniture, and started the drying process with a number of fans. A lot of antique furniture had to be moved and so forth. Thereafter the fans were moved and you made a number of visits each day to see that the drying process was proceeding according to plan. In addition, you dried out underneath the house in the crawl space and I personally know you were there a number of times even at night.

After the flooring had been removed, you were there often to check the dryness of the subfloor and move the fans to those damper spots. Following the installation of the flooring and the tile in the kitchen you replaced the rugs several of which were valuable orientals and you dried and cleaned them. After the kitchen tile was completed there was a film of dust all over the house from the cutting of the flooring and the tile. Your crew came in and cleaned the whole house. We know it was a long process to get everything completed, but you certainly were faithful in attempting to get it completed as quickly as possible. In addition, as far as we can tell nothing was broken and everything is now back in its place.

Thank you again.

Sincerely,

C.T. Herndon, III