

J. MICHAEL AMBURGEY, D.D.S.

COSMETIC & FAMILY DENTISTRY

4328 NORTH ROAN STREET, UNIT 1

JOHNSON CITY, TN 37615

Spotless Carpet Cleaners
206 Dalewood Dr.
P.O. Box 2054
Johnson City, TN 37605
(423) 926-9251

July 30, 2009

Dear Bob,

I just wanted to take a moment to thank you for handling the recent water damage in my office. You have handled our carpet and floor cleaning needs for years with excellent results. However, the scope of this most recent water damage was beyond anything we had ever experienced in this office. You and your staff were a tremendous help from beginning to end. Your crew was here almost immediately after our call and were able to determine and categorize the condition of the water. They reacted quickly to minimize the damage and get our office cleaned and ready to see patients again.

I would also like to thank you for taking the time to meet with the insurance company. You were able to help them to understand the scope and severity of the damage. Because of your efforts, the processing of the claim went considerably faster and smoother for both the insurance company and me. You are truly a business that makes consumer service a very high priority. I appreciate your very prompt and professional service and will always recommend Spotless to others.

Sincerely,

J. Michael Amburgey, D.D.S