

August 30, 2015

Robert Gray  
4-Ever Water-Tite  
33333 Kelly  
Fraser MI 48026

Dear Mr. Gray:

I was lucky! Yes, lucky to find your company by chance when I researched other basement contractors on the Better Business Bureau website. Your company was the fourth contractor I consulted to determine the cause of water in my basement. You arranged for an inspection within days of my call (not weeks like other contractors).

You focused right in on the "problem" and offered a reasonable solution; repair work to be done both on the interior and exterior. With no sales pitch attached! It was a matter of minutes that I knew your company was the one to do the job for me.

That was the first plus. It just got better from there.

You were quick to respond to each phone message I left for you. You were flexible with my work schedule to coordinate the service calls required to complete the waterproofing job. You worked hand-in-hand with me within weeks of signing the contract. Your technicians were punctual, professional, courteous and conscientious in cleaning up.

I'll give you a glowing reference should you ever need one. Feel free to post this letter on your website or another website to which you avail yourself for marketing purposes. I will definitely call 4-Ever Water-Tite for future home improvement projects.

Thank you!!

Sincerely,



Kathy Czarnecki  
[Redacted]  
[Redacted]