

April 25, 2003

Rob-

Please forgive my tardiness in getting this Thank You note off. Thank you for assigning Bob Anderson to follow up on the replacement of our window. I know this was an extra assignment for him. Nevertheless, he found the time necessary to see the project through to completion. Bob dropped by while KC Pella was installing the window to ensure that the work was being performed satisfactorily and the problem should not recur. This window is a focal point of our addition you designed and built almost 10 years ago. We can once again enjoy the view it provides of our backyard.

Once again thank you for correcting our window problem. It demonstrates your long lasting commitment to your clients

Thanks,

Warren

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