

Mr. Goran Zukic  
Stone & Tile World  
12260 Wilkins Avenue  
Rockville, MD 20852

Dear Goran,

I spoke with one of your staff immediately after your installation team left my home this past Tuesday and told her how pleased my wife and I were with the courteous and professional service provided by the men who re-installed our kitchen countertop. From the time they removed the countertop to re-installation, they took painstaking care to avoid the worst case scenario of a break. During re-installation, they were meticulous in seaming the two major segments and in cleaning the work area once they were finished.

Throughout the ordeal, you and the three-member team who performed the work were remarkably personable and accommodating, and you demonstrated the best in customer service. My wife and I thank you and them for helping us in a critical situation in such a professional way.

With warmest regards,

Sincerely yours,

Bob E