

Stone and Tile World Inc.  
12260 Wilkins Ave.  
Rockville, MD 20852

Attention: Goran

Dear Goran,

Lois and I are very happy that Sid referred us to Stone and Tile World and to you. We want to thank you for a job that turned out beautifully.

Your patience and courtesy with our deliberations and your expert advice regarding your products and services meant a great deal to the success of our project. It has been very good getting to know you.

We also want to express our gratitude to Juvenal, Alfonso, and Mariano for their hard work and craftsmanship. It was a pleasure to have them in our home and to watch how skillfully they installed the counters. No doubt it is not so good to have the customers watching you every minute, and please apologize to them for us about that, but we could not help our curiosity and interest in seeing the whole thing come together.

Goran, should you be in our area of Maryland, Lois and I would enjoy having you visit us. We wish you all the continued success that you earn so well.

Sincerely,

Charles S