

March 19, 2002

Rick Goris  
President  
AGGroup Inc.  
59 Aster Crescent  
Brooklin, Ontario  
L1M 1J8

**Re: Tile Flooring Job**

Dear Rick:

Lynne and I are enjoying the ceramic tile floor that you installed in our kitchen. It looks fantastic!

Your attention to detail and timely completion of the work made the total renovation a tremendous success. I particularly appreciated the extra effort that you made to put the tiles on a 45-degree angle. I realize that this required a substantial amount of tile cuts, but it really made a difference to the look and feel of our new kitchen. When the cabinet installer came, he mentioned that the flooring was perfectly level and that the tile angle was right on the 45. This was important, as there was an angled cabinet installed and any deviation of the floor angle would have shown.

Once again, thanks for the great job. Feel free to use this letter as a reference to demonstrate your honesty and work ethic.

Yours very truly,

Bruce Wagner