

May 8, 2004.

Rick Goris
AGGroup Inc.
59 Aster Cres.
Brooklin, ON
L1M 1J8

Dear Rick,

I would like to thank you for the excellent job you did installing our kitchen tiles. Specifically I would like to extend my appreciation for helping fix the grout colour mistake that we made.

After we chose the wrong colour grout, and had it installed, we called Rick at about 4PM and he came right over to see what he could do to help. After looking over the colour, we decided that the only thing that could be done was to scrape it out the grout and re-grout with the new color. This was a massive job and Rick was starting a new project the following week. He immediately began to remove the grout and worked very hard over the next few days to remove and re-grout the entire floor. In the end the tiles looked excellent and our floor is perfect.

Our thanks again, and we look forward to more of your excellent work!

Sincerely,



Mike and Karen Holder
Richmond Hill, Ontario