

November 12, 2014

Ed Torrence

Carpet Direct

Dear Ed:

Several years ago, I needed carpeting for my office and I reached out to you for an affordable, practical solution for my high traffic massage therapy treatment room. You recommended a carpet that is durable and practical for my specific needs, which also coordinated with the other carpeting in the office. The installers were very polite and efficient. I continue to be very pleased with the carpeting in my massage treatment room.

Last year, I was finally able to convince Keith that now was the time to replace the carpet at home. I reached out to you once again and we found a carpet that worked for our needs. We are very pleased with the bedroom and TV room carpet, and again the installers were as polite and efficient as they were during my previous experience.

This year, Keith needed to replace all of the carpeting in his newly purchased office condo. I reminded him of our previous experience with you. The carpet you and Keith selected for his office is beautiful. Concurrently, I was planning Keith's 60th Birthday party. I am so grateful you were willing to help me convert my garage into an additional dining space, by lending me the two rugs you use for trade shows. To my surprise, you offered to deliver and pick up the rugs too. I will be eternally grateful for your understanding and generosity. And I will refer clients to you whenever I have the opportunity.

Sincerely,

Priscilla J. Hollman