

January 11, 2023

Robert Slocum
Northpoint Home Services



Robert,

I want to thank you for helping me and my family by installing our new kitchen faucet so smoothly.

As I relayed to you at the time, the faucet description online said it was an easy DIY installation. We ordered with (misplaced) confidence that it would be no problem at all to replace the existing broken fixture.

Fast forward to my concern upon opening the box, and browsing the directions, only to realize it involved words and steps I didn't understand at all. YouTube only deepened the realization that whatever DIY meant, it didn't mean either my husband or myself.

I was so grateful to call you and have you quickly return my message. As you can imagine, a nonfunctioning kitchen faucet is a mess and you were able to fit us in the following day. The way you made us a priority meant a lot and we are deeply appreciative.

Further, you went above and beyond by arriving fully prepared to install it, having read through the documentation and troubleshooting guides ahead of time. As this was a fancy, motion sensor faucet that required batteries, you even stopped and grabbed some to make sure we wouldn't be high and dry.

Thank you for bringing peace to our kitchen with your professionalism and skills!

Sincerely,

A handwritten signature in black ink that reads "Samantha Smith". The signature is written in a cursive, flowing style.

Samantha Smith
Social Media Manager
Samantha Smith Creative, LLC