



**PAUL
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Kenny Cox
Kenny's Discount Doors

Dear Kenny:

For some time one of my garage doors had been rattling, clanging, and grinding, but I was used to the noise. However, I recently noticed that a wire was frayed, springs were drooping unevenly, and a rail appeared to be detaching from the ceiling. I realized that it was time to call you.

You responded immediately and worked me into your schedule for that day. You showed up on time, inspected both doors, and clearly explained what was needed and not needed. It was reassuring to hear that nothing was wrong with the motor, rollers, or springs. Only some worn parts needed replacing and tightening. You also secured the rail attachment with additional bolts. The cost was fair and reasonable.

Now my garage door is humming along smoothly. What a difference! Thanks again for a job well done.

Sincerely,

Paul Shimek III