

Lafayette, LA. 70506

Mr. David Sonnier, President  
Dave's Screen & Windows, Inc.  
1121 Cameron Street  
Lafayette, LA. 70501

Dear Mr. Sonnier,

I just want to tell you how pleased I am with the eleven beautiful windows and storm door which your company installed on my home. Not only do they improve the looks of the house, but the comfort level has increased, and I expect my energy bills to decrease dramatically as well.

In addition to my satisfaction with the windows, I must tell you how much I appreciate the courtesy and professionalism of your installers. They arrived when they told me they would, worked diligently, patiently and respectfully answered all my questions, and cleaned up after they had finished. What I am most grateful for is the fact that they returned and corrected a problem with the fit of the storm door. This is a problem that had been caused, not by your company, but by the vinyl siding installer, who refused to accept responsibility for the mistake he made. This is truly above and beyond what anyone would expect, and I am so grateful to you for sending them to fix that for me.

You may be sure that I will recommend your company to anyone who asks me if I like your work!

Sincerely,

*Phoebe Trotter*  
Phoebe Trotter