

September 14, 2011

Joseph Blackmon  
Grassie Granite and Marble  
120 Sun Light Drive  
Myrtle Beach, S.C. 29588

Dear Mr. Blackmon:

This letter is to thank you and your employees for the exceptional service I received when I came to your store to choose the granite for my kitchen counter tops.

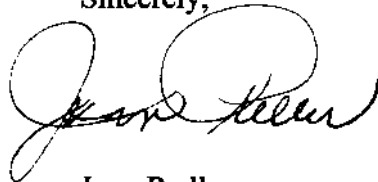
The first person I met was Brenda Thompson. She was very knowledgeable of your products and I so enjoyed dealing with her from the choosing of the granite to setting up all the appointments for installation.

The two men, Tim Nuss and Scott Jackson, who came to measure the kitchen counters were also the two who installed my granite. They listened to what I wanted when they initially came to measure and they also provided helpful hints to make the counter tops extra special for what I wanted from the final product.

When they came to install the granite, they worked tirelessly to install the granite efficiently. Both Tim and Scott constantly assured me that the outcome would be worth the wait and they were right.

You are to be complimented for the staff that you have assembled to work with your company. Please thank them all for me as I am so happy with the granite that I chose. It is a pleasure every day to look at how the granite has transformed my kitchen and my home.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joan Preller". The signature is written in black ink and is positioned above the printed name.

Joan Preller