

June 28, 2009

Grassie Granite and Marble
6752 Hwy 544
At 120 Sunlight Drive
Myrtle Beach, SC 29588

Attn: Mr. Joe Blackmon

Dear Mr. Blackmon,

I wanted to write you personally to thank you and the team at Grassie Granite and Marble for making our first experience with your company such a pleasurable one.

Where some promise value and others deliver it, I must say how impressed I am in your organization's willingness to go even one step further -- assuring your customers actually receive and recognize the value -- worry free and beyond their expectation.

I mentioned to you in our first meeting that while your pricing was competitive, others in your market were offering what appeared to be a similar product at a lower cost per square foot. While expecting a pitch to follow, you asked only that I make an informed decision and to take into consideration the quality of your product, your commitment to excellence and your track record of satisfying customers. These are easy words to say, but upon my extensive "comparison shopping", your words rang true and you had won my confidence.

With our kitchen countertops and island now installed, the end result is clear: **The quality of your product and the professionalism exhibited by you and your staff has gone beyond the expectations of both Mrs. Madden and myself** (and that doesn't happen too often).

I would be remiss to mention the results we hope to enjoy for many years, without relaying the impression your team left behind as well. From your sales associate, Brenda, to your pre-installation and installation crew headed by Gary Flohr, the pride of workmanship, genuine willingness to please the customer and dedication to task defines Grassie Granite and Marble as much as the stone you offer. Be proud of them as they should be of themselves - they serve your company well.

Thanks again for your work and the reminder that there are still companies where integrity matters and who take the task of pleasing customers seriously.



Larry and Chris Madden