

US Home Exteriors
2563-K Erick Lane
Burlington, NC 27215

November 30, 2010
Frederick C. O'Rork
Greensboro, NC

Mr. Joe Johnson,


Subject: Excellent Installation and Service

On August 7, 2009 I had your company install all new gutters and gutter guards. About late September of 2010 I had a live tree limb fall onto my house and damage the end gutter guard. I told my wife that it was supposed to have a lifetime warranty and I was going to call you to replace it. She doubted that the damage from a live tree limb would be replaced free.

I called your office and about three days later, Charles your service man came out and found and replaced the damaged panel. He left a card on my door saying the panel was replaced and to contact your company should anything further be required. Charles had been to my house before for a minor adjustment and he is very serious about doing a good job. His attitude couldn't be better.

People tend to contact you when things are no going well, however, you don't often hear from them if there are no problems. It should work both ways. Your company did a good job with the installation and your service after the sale couldn't be better as far as I am concerned. I would not hesitate to recommend your products or your service.

Your standing behind your products and your work is like money in my pockets, not to mention giving me confidence about the investment that I made. It should be mentioned that you did not solicit this response. I felt compelled to complement you and your employees on a job well done with service to match. It is rare these days to find a company that does both good work and stands behind it! Thank you.

Frederick C. O'Rork

Greensboro, NC