

From: Nicole K. Jolly [mailto:nkjolly2002@yahoo.com]

Sent: Monday, February 02, 2009 3:34 PM

To: Amy Cecil

Subject: Windows at 5218 Lawndale Drive

Dear US Home Exteriors:

Just a note to thank you for the great service recently regarding our replacement windows. The workmanship was superb, and the crew stayed until the job was complete, despite the weather being FREEZING and very windy.

I did want to bring to your attention, though, that we noticed what looks like a "finger poke" in the bathroom window screen, upper part of the window (we have not tampered with the screens, inside or out, since the installation was completed on Friday). It is indeed torn and has a hole in it. Can we get a replacement screen for this window?

Thanks again, and I have already given my salesperson's business card to my immediate next door neighbor, the Bauers. They commented on the windows and asked who I used...so hopefully he'll be calling you soon.

Thanks so much,

Nicole K. Jolly, Broker

360 Realty

(c)336.558.1775

(o)336.510.1080

(f)336.510.5764

nkjolly2002@yahoo.com

www.360realtygreensboro.com

P.S.: Don't Keep Me a Secret!

From: Joe Johnson

Sent: Tuesday, February 03, 2009 9:51 AM

To: 'nkjolly2002@yahoo.com'

Cc: 'm.wedding@ushmx.com'; 'm.smith@ushmx.com'

Subject: RE: Windows at 5218 Lawndale Drive

Nicole,

Your email was forwarded to me so I wanted to say thank you for the vote of confidence and kind words. We take great pride in what we do so having someone recognize it and take the time to comment on it is always appreciated. I am Cc our production manager regarding the torn screen so you will hear from him today. We will be happy to replace or repair the screen at no cost to you regardless of fault. Don't forget that we extend a \$200 referral bonus for anyone you refer who chooses to do business with our company.

Sincerely,

Joe Johnson

US Home Exteriors

336-222-0176 main

336-222-0574 fax

888-282-6244 toll free

