



JAMES P. WARD

September 22, 2010

Colonial Floor Restoration
3027 NE 12 Terrace
Fort Lauderdale, FL. 33334

Attention: Mr. Ray Ortiz

Dear Ray;

I would like to take a moment and thank you for doing such an extraordinary job in restoring the marble floors in my home. Everyone at your firm was professional and Pablo went above and beyond the call of duty in restoring marble that was by all accounts in very bad shape.

The time you personally took to evaluate the floors and recommend a solution then schedule the work timely was seamless and professional and for that part I appreciate your personal work on this job. Then Pablo arrived on-time and immediately began working on the floors and the care that he took in restoring and polishing the marble was simply amazing work. He covered the furniture to insure that the dust would not damage anything and he worked hard to finish the job on time. He earned my respect and trust for his impeccable work.

I could not have expected better service than what I received from you and your team. Each and every person that I came in contact with was professional, dedicated and went out of their way to insure my satisfaction with the work that your firm accomplished, and you far exceeded any expectation that I had.

Again, many thanks for a job well done.

In the meantime, I remain,

Yours sincerely,

James P. Ward