

February 17, 2010

Dear Guy,

After carefully researching the many options available for the complete restoration of our hardwood floors, my wife Debbie and I chose Silver Leaf Refinishing for your product, personnel and professionalism. Seeking informative answers to our many questions, we first found the Silver Leaf website revealing and helpful. We thought that if the care and attention evident in the website information, videos, and testimonials was indicative of the work that could be expected on the floors, we could look forward to a win-win relationship with Silver Leaf and a quality job.

Initial positive first impressions were reinforced when you, Guy, agreed to meet with us at the house, measure the floors and answer our questions. Patient, assured and informative, your willingness to listen carefully and to take us methodically through the process from beginning to end was very much appreciated. You did not "sell" us on hardwood floor refinishing; instead, you "helped us buy" and developed a positive, mutual relationship we felt we could trust.

From the prompt delivery of the comprehensive quote to the actual scheduling of the job, you were focussed, responsive and flexible. We understood precisely what you needed in terms of preparation so when the morning of the job arrived, all was in readiness.

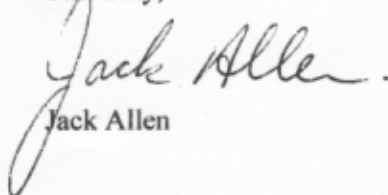
When I drove up the street, your truck was parked and other members of your team, Glen and Josh, arrived soon after to set up. Many thanks again for going above and beyond the call helping me move that awkward refrigerator out of the house and onto my truck. Co-operative, convivial, friendly yet efficient and on task....you and your team inspire confidence and, most importantly, deliver on your promises with skill and attention to detail. After the initial job, there were two tiny items: a scuff and an unfilled nailed hole that I made a mental note to mention. By the time I returned the next day, however, these items and, I'm sure a few others I had not noticed, had been capably addressed.

Our floors, full of promise yet tired and bearing more than a few scars from over sixty years of wear, are beautiful, a warm honey oak, and well protected now with the "ceramic option". Words cannot express the delight we took in first viewing the fully restored floors throughout the house; with the new finish, they glow with a vitality and lustre we enjoy each and every time we look at and admire them. The ceramic application is a bit more expensive, but Debbie and I feel the hard finish, long-term protection that comes with the "Lifetime Residential Warranty" against "wear through", is an investment in keeping the floors looking their very best.

This is why we chose Silver Leaf Refinishing. This is why we would call on your services again and recommend your company to others. Thank you Guy, Glen and Josh for your professionalism and excellent craftsmanship.

Your cheque is enclosed.

Sincerely,


Jack Allen