Automotive Dealership
INSTITUTE

December 21, 2011

Ms. Isabel Lawder
Thermal Designs, Inc.
1880 South Flatiron Ct., Suite A
Boulder, CO 80301

Dear Ms. Lawder:

I would like to take this opportunity to express my gratitude and sincere appreciation for your time spent on the phone, your patience and your help with the measuring and manufacturing of our sunroom shades and roller blinds. I am especially amazed by your determination to make sure that my shades not only looked beautiful but functioned perfectly.

I would like to go on the record to say that my experience with Thermal Designs, Inc. has been outstanding.

As you know I placed my original order with you for custom shades and roller blinds for our small Four Seasons Sunroom over the phone. To my own fault, I mistakenly provided you with inaccurate measurements. Although the custom made shades we received look absolutely stunning, because of my incorrect measurements, the pitch wasn't calculated correctly and the shades didn't slide up and down as smoothly as you wanted. You immediately offered to make new ones to replace them.

Because these shades are made to order size and I knew that the returned shades would be destroyed, I felt uncomfortable to have you replace perfectly good shades and didn't feel comfortable to allow you to spend additional time and money, as I was happy with my shades just as they were. However, you insisted that your product must look perfect and work flawlessly and, thus insisted on dispatching UPS at your own expense to pick up the old shades and ship me the newly custom manufactured ones by UPS overnight delivery, all within four days.

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I insisted to pay for your additional expenses for making the new shades or at least pay the UPS charges, but you refused.

The new shades fit and function perfectly even by your strict standards.

I am so delighted that there are still some businesses that stand by their product, genuinely care about their customers and still maintain old fashion values.

Thank you again for putting up with my countless questions, less than perfect measurements, but most of all the most beautiful and perfectly working sunroom shades. They keep us warm in the winter and cool during Arizona's 120+ degree blazing hot summers.

Please feel free to use me as reference should any of your prospective customers wish to speak to me about my recent experience with your company's amazing service and beautiful custom made sunroom shades. I may be reached at (480) 998-7200.

I wish you happy holidays and continued success in 2012.

Sincerely,

Alan Algan