

May 1, 2006

Mr. Robert Berry
Full Service Chimney
P.O. Box 10144
Olathe, KS 66051

Dear Mr. Berry,

We are writing to tell you how pleased we have been with your services over the years. You have serviced the chimney in our current home for the past 14 years and also that of our previous home. We have never thought about contacting another company for chimney services.

Most importantly, you are extremely knowledgeable about the chimney business. It is not a sideline business for you, but is your expertise. You have inspected our chimney every year and cleaned it only if you thought the work was warranted and also took care of other problems. You solved a longstanding problem we had with a chimney odor problem. In addition, your chimney camera was invaluable in first diagnosing a flue fire and secondly exposing a shoddy repair made by someone else who came in with a lower bid to the insurance company for the repair. After seeing your photographs of the unacceptable repair, our insurance company agreed to pay for the metal liner you had originally recommended. When we needed repairs to our firebox you recommended someone who specialized in mortar repair instead of doing it yourself.

Your customer service is excellent. Phone calls are returned promptly, handled courteously and in a friendly manner. You arrive on time and if you do happen to run a bit late we receive a phone call to see if that will be convenient.

We wouldn't hesitate to recommend your services to anyone, you are honest, do excellent work and are an expert in your field.

Sincerely,

A handwritten signature in cursive script, appearing to read "Herndon & Lee Hasty".

Herndon & Lee Hasty