

Full Service Chimney
Attn: Mary Jo
P.O. Box 10144
Olathe KS 66051

May 2006

Dear Mary Jo -

I would like to commend Full Service Chimney for professionalism and superior service. Over the 10 years we have been customers, we continue to be impressed with Robert's knowledge as a Chimney Sweep. As you know, we have had numerous pre-emptive "issues" arise over the years at our various residences. Robert has gone out of his way to provide the most effective solutions to our Chimney problems at a fair price. He is extremely knowledgeable as well as a pleasure to work with. Recently he was very helpful in identifying a dangerous situation with a property we were considering purchasing. His thorough inspection and diagnosis was a key component in negotiating the real estate transaction.

Several years back we used one of your competitors to evaluate a chimney issue when we thought Full Service was →

no longer in the area and we were quite disappointed with the service as well as lack of follow-through with the appt. Upon discovering that Full Service was still serving Johnson County we quickly returned as customers.

I also appreciate how efficiently you run the appt. You're always available and return our calls quickly.

Thank you for all you have done to serve us over these past 10 years. I happily recommend Full Service Chimney to anyone in the H.C. area who wants knowledge, professionalism and value in servicing their chimney.

Sincerely,
Leslie W.
Bucyrus Kansas