

Handled By: David Solomon
then Chad T.

Lrg. water loss
Content Manipulation
Contents - Repairs

N

Mar - 2, 2003

Sunbrite Professional Services Inc
10821 N 23rd Ave, Ste 1
Phoenix, Arizona 85029
Attn: Keith Bullock

Mr. Bullock:

I received your two invoices (mailed 02/11/03) on 02/13/03. At the time, my husband, Bill, was in ICU with complications from surgery. He passed away on 02/17. I consequently brought him to Ohio for burial and am currently spending some time here with our kids and grand-kids.

I'm telling you this so you know why your check is a few days late. I sat down today and reviewed your invoices. I am deducting three things: 1) Master Bedroom: SW wood ladder @ \$60 was not repaired, at my request (I did not pay that much when I purchased it); 2) Return Moveback: Moveback & setup of baby grand piano @ \$275 (you quoted \$250), thus \$25 deduct; and 3) Tuning of piano @ \$100:

N it was not tuned.
 Invoice #14049 \$ 8801.94
 less ladder <60.00>
 less quote diff <25.00> - 185.00
 less tuning <100.00>
 Invoice #14100 2767.00
 Total ck enclosed \$ 11383.94

My only complaint is that during the move back
 some tiles on my foyer floor were chipped
 on the front edge where it steps down into
 the living room. What will you do about
 that? Also, will you arrange for Michael
 Boyd to tune the piano, or should I take
 care of it myself?

I want to add that it was a pleasure doing
 business with you, your company and your
 employees. You have surrounded yourselves
 with good people and I would recommend
 your company to anyone in need of your
 services.

Should you have concerns about my deducts,
 and/or to answer my questions: Margie A
 Newcomer, PO Box 672, Howells OH 44857; phone
 419/663-3129. Not certain of my return date
 to Arizona, but probably late March.

Sincerely, Margie Newcomer