

Al Bluemle  
655 River Road  
North Tonawanda, NY 14120

March 11, 2009

Dear Mr. Bluemle,

I would like to take a moment of your time to tell you what a **magnificent** job that CFM did in fabricating a countertop for our kitchen. Previous to going with your company to complete our Kitchen we had visited numerous Granite countertop Fabricators and either I was told that they would not be able to do what I wanted or that there would be extra charges. I was about to give up on getting the countertop until I was referred to your company through a common friend who introduced me to one of your installers, Adam. I then contacted Tom Boyd who gave me a price and showed me around your River road building. Tom was extremely knowledgeable about what needed to be done. Tom answered all my questions and always returned phone calls very promptly. Even when we picked out the granite he was very honest about what it would look like and was not afraid to offer options.

The next person we dealt with was Dawn Henry, who also was extremely knowledgeable and was incredibly accommodating in returning phone calls and in dealing with all my concerns. She would always say you are spending a lot of money so you need to be happy.

As the process began we had a few glitches that occurred but again when I would call with my concerns, the response time by Dawn and Tom was immediate. They always had a can do and positive approach as was the same with all the installers Jermaine, Adam, Scott, Mike, Steve and Rob. We had a number of teams come out because of the type of job and they were all very professional, accommodating and respectful of our home. One of the installers that I would particularly like to recognize was Jermaine. He worked with us throughout the entire process and each time there was a glitch he would say to me, "It is all about making you happy Mrs. Rusek" or "we are going to make this right" and he certainly did.

Needless to say our Kitchen looks **incredible**. The customizing that your staff did at our house as well as at the shop was truly **remarkable**. Not only that but we got more than what we expected the circular radius' in the corner, the finishing work and the granite molding which makes the countertops look outstanding. With all the research and looking at the countertops of other kitchens that had been done by other companies I had not seen any finishing work that even came close to what was done in our kitchen. In the process there were certainly issues but your CFM team's attitude and problem solving really made it work.

**The team should be commended. Thank you so very much for providing us with such a great granite countertop as well as providing such a skilled and positive team! Please feel free to use us as a reference. Thanks again!!!**

Sincerely,

Dave & Dianne Rusek