

Feedback From Customers

<i>DATE</i>	<i>NAME</i>	<i>TYPE OF WORK</i>	<i>COMMENTS</i>
11/17/2009	Eadie English	REPAIR REPLACE	I just want to pass along to you how much I have enjoyed working with Mark. He is working cooperatively with my roofer to install my new skylight. He has been in close contact with the roofer and in turn has kept me updated as to the time lines for each task. He explains the process to me (in lay terms and I feel he is very trustworthy. We have had some laughs with some of my "questions". I explained to him that I am not only a blond (gray now), but also old. Double trouble. He is a fine representative of your company. Thanks for all of your help also.
11/17/2009	Stanley & Mary Shumate	REPAIR REPLACE Jeremy	Thanks for doing such a great job on our skylight. Happy Holidays!
11/16/2009	Joe Waters	VELUX FCM Isaac	Great Service! We also wanted to let you know that we were very impressed with the service and cooperation we received in our dealings with your firm. From the first phone call inquiring about the product right on through its installation everyone we dealt with seemed to have one goal in mind- that being service and satisfaction to the customer. Thanks very much.
10/14/2009	Patti Lazzari	VELUX INSTALL Mark-Dave	Thank You SO-O-O-MUCH!! I am so thrilled with your work and your "extreme" Patience! It looks Great!!
9/30/2009	Jim Allen	REPAIR REPLACE Jeremy	We were impressed with the friendly attitude and professionalism of your technician, Jeremy Winters; Certainly one to be recommended.
9/18/2009	Larry & Margaret Henry	VELUX INSTALL Mark	Mark did an excellent job on installation and was very pleasant and helpful.
9/18/2009	Carolyn Strand	REPAIR Tom	I appreciate your good work.
9/17/2009	David Linke	VELUX FCM Jeremy	Danny, Just want to say THANKS for your help in getting our skylight work done last week. That allowed us to proceed with roof replacement this week. We are grateful for your assistance. Jeremy Winters & his associate did a first-rate job- fast and well.
9/16/2009	Daniel Arellano	VELUX INSTALL Dave	Job was done very well and I would recommend your services. Thanks A Lot!
9/16/2009	Dennis Kovatovich	VELUX FCM Tom	Very neat job. Thank You
9/15/2009	Lenore & Louis Nelan	VELUX INSTALL Tom	The workmen were very efficient, cleaned everything up and did a great job. We are very pleased with the product.
9/2/2009	Lori Whitney	VELUX INSTALL Tom	Beautiful!!!! Nice Job. Love It.

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8/20/2009	Lisa Lewis	VELUX FCM Isaac	Easy to work with- helpful. Pleasant people answering the phone. Work done promptly.
8/19/2009	Carrie Joufflas	VELUX INSTALL Mark-Dave	"Thanks for a great job!!!"
8/17/2009	Robert Briggs	VELUX SUNTUNNEL Jeremy	"Jeremy did a fabulous job. He is very competent and a hard worker. He is an asset to your business- hang on to him as an employee." - Jackie Briggs
8/13/2009	Irine & Frank Makowski	VELUX REPAIR Luke	Thanks
7/29/2009	Christi Stafford	REPAIR Dave	Christi said that we did amazing work and that everyone did an amazing job!
7/29/2009	Tom Hodel	VELUX FCM Dave	Tom said: Thank you for your prompt and professional service.
7/28/2009	Judy Delmain	VELUX INSTALL Luke	I love my new skylight!
7/10/2009	Kent George	VELUX SUNTUNNEL Jeremy	Kent called in and raved about his new sun tunnel in his bathroom. He loves all the light and was "estatic about getting the new SL because we did an awesome job at installing the sun tunnel."
7/6/2009	Doug Shafer	VELUX INSTALL Dave	Good Job!!! Thanks!!!
7/1/2009	Richard & Dorothy Diehl	REPAIR FLASHING Luke	Thank you for a very nice job. The workers were friendly and professional and cleaned up after the job.
6/30/2009	Jean James	VELUX REFERED WORK ORDER	Jean called in to say that Jeremy did a superior job. He was accomodating, worked with her schedule, was hard working and in general really seems to be a good person. In particular what she appreciated the most was that he always called if running over on a job before hers and checked with her to make sure the change in time was acceptable. Jeremy's a real winner!
6/27/2009	Jon & Linda Winter	VELUX INSTALL Tom	Great Job!
6/26/2009	Bart Buhlig	REPAIR Luke	Bart called and wanted to just say that Luke did an amazing job. He was just very appreciative of him and felt he was very informative and worked hard. He was just impressed by Luke and the job and time he took to talk to Bart.

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6/16/2009	John & Marjorie Bruce	VELUX FCM Dave	Customer called in wondering when Dave was going to come out and replace the skylights; Dave had already done it in the morning. The customer was shocked how clear and nice the SLs looked. They tapped them with the broom cause they did not believe us, but then were extremely happy with the result and the looks of them .
6/11/2009	Craig Goudy	VELUX SHADES Dave	Ver very impressed! Looks awesome.
6/2/2009	Jianna Larouche	VELUX REPAIR Dave	Very friendly crew. Easy to work with and knowledgable.
5/28/2009	Ed Black	VELUX INSTALL Dave	Thanks. We really like the difference the skylights make. You guys did a fine job. Blessings, Ed & Janet
5/21/2009	Tom Russell	VELUX REFERED WORK ORDER Jeremy	Everything was great!
5/20/2009	Barbara Brickley	VELUX FCM Dave	Great workers in office and at home visits!
5/14/2009	Ed Gibson	VELUX INSTALL Tom	Ed called in and thought Tom and Isaac were great! Did a good job.
5/12/2009	Maryanne Hencken	VELUX REFERED WORK ORDER Jeremy	Thank you.
4/9/2009	Dawn Salaver	VELUX REPAIR Luke	Great Job- Thank you for your prompt service.
3/30/2009	David & Candace Lacey	VELUX REPAIR Mark	Mark did a super job! No leaks!
3/4/2009	John Dembecki	RESIDENTIAL SALES ONLY	Love these! The light from the 14 inch Solar Tubes is way beyond my expectations.
2/27/2009	Kelle and Greg Schwartz	VELUX INSTALL Mark	Thank you. Great Job. Great company to work with. We will call for future jobs needed.
2/25/2009	Jim Dorsch	VELUX INSTALL Jeremy	Thanks! Great Job!

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2/25/2009	Jim Travis	VELUX INSTALL Mark	Is very pleased with the skylights. It makes a huge difference.
2/23/2009	Sara Gonnion	VELUX SUNTUNNEL Jeremy	Thank you so much! The installers did an amazing job, worked so hard! I love my new skylights. Thank you so much again!
2/16/2009	Matthew Solano	VELUX SUNTUNNEL Dave	Carol called and felt Jeremy was great! She loves her new SunTunnel and can not believe how much light they have now. She will recommend us to others.
2/6/2009	Kim Post	WINDOW Luke	Luke did a very good job. He was very personable and I was pleased with his work.
1/21/2009	Bill Hamilton	VELUX REFERED WORK ORDER Jeremy	Gentlemen, We would like to thank you for your response to our problem of a leaking skylight and also to thank you for sending Jeremy to do the work. He was a very impressive young man. He always called when he said he was going to, arrived when he said he was going to, and then did a wonderful job. Because of unforeseen snow on our roof, he had to make several attempts to install the skylight, which required three or four telephone calls. He never forgot us. During the whole time, he communicated well with us and was always pleasant and courteous. All in all, we felt he was an excellent representative for your company. We told him how pleased we were with him and his work, but wanted you to also know how we felt. Thank you again.
1/6/2009	Rhea & Donald McCoy	VELUX REFERED WORK ORDER Jeremy	Dear Mr. Packard Today service technician Jeremy Winters from your company came to my home to service my Velux skylight. Jeremy is competent, articulate, and all around nice guy. He did an excellent job and responded to my questions. I don't pretend to be an easy customer. I did field service work for about 40 years and understand the business. Please recognize Jeremy for his excellent work and customer service. Feel free to use me as a reference.