

w/o# 74342

July 26, 2007

Good Morning Irwin Industries,

Just a quick note to tell you how very pleased my husband and I were with the service we received from your company. It was a very pleasant experience from my first phone call to the actual installation of the gutters.

It is refreshing to know that there are still a few companies that strive to provide exceptional customer service.

Thank you all again and as the saying goes, word of mouth is your best advertising and your company will definitely be getting a lot of positive advertising from the Bosche's on Rocky Point Road.

Keep up the good work - it is important to us 'little' customers.

Sincerely

A handwritten signature in cursive script that reads "Pat Bosche". The signature is written in dark ink and is positioned above the printed name.

Mrs. Pat Bosche