

## GREENPATH DESIGNS

Jim Huitema  
4214 Underwood St.  
University Park, MD 20782

improvements and repairs  
in and around the home

MHIC No. 86969  
(301) 927-5836

February 17, 2010

Kelly Tinsay, Sales Manager  
Executive Office  
Appliance Builders Wholesalers  
8834 Monard Drive  
Silver Spring, MD 20910

Dear Kelly:

I wanted you to know that Chris Hemmingsen provided exceptional service recently when I needed fast service for a homeowner in Georgetown. Mrs. Garcia had selected Kitchenaid appliances in stainless steel. However, when the appliances were delivered in mid-December, I could see that the refrigerator would not be acceptable. Although the door was stainless steel, the sides were black, and I could see that the exposed vertical strip of black would not be acceptable to Mrs. Garcia, given that everything around it was white.

Chris helped me find a suitable replacement—a Frigidaire Pro Line virtually identical to the Kitchenaid but with stainless steel sides as well as door—and arranged for a quick switch before the homeowner arrived from London. When Mrs. Garcia arrived on the 18<sup>th</sup>, she was very pleased with the Frigidaire and happy to have a functional kitchen in time for relatives' visit.

I greatly appreciate Chris's fine work.

Sincerely,

