

**June 16, 2010**

**Appliance Builders Wholesalers  
8834 Monard Drive  
Silver Spring, MD 20910**

**Dear Mr. Caripa,**

**From my very first contact with Michael Carlson, Sales Associate, I knew I would have a happy outcome with my new 23 cuft Kitchenaid Refrigerator with Dispenser.**

**I had concerns with the new refrigerator I had selected and the space in my kitchen it was to be installed in. Mike sent over Patrick Yorro to do the measurement before I purchased the Kitchenaid so I would have a comfort level with my order.**

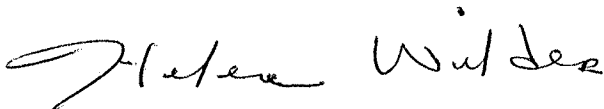
**Mike was always patient and answered all my questions and helped me make my final selection.**

**I spoke with T.J., the Assistant Production Manager about the removal of my old refrigerator and the delivery to my daughter in Virginia. He has great customer service skills.**

**The delivery men, Diego and Ricardo, were courteous and professional.**

**I have been selling real estate for over 25 years and have many clients that are in the market for new appliances. I would highly recommend ABW to them. If they work with Mike, Patrick, T.J., Diego & Ricardo, they are guaranteed to have a satisfactory outcome.**

**Very truly yours,**



**Helene Wilder  
12003 Devilwood Drive  
Potomac, MD 20854**