

December 3, 2010

Eric Oler  
Lakeway Floors  
911 Ranch Rd 620N. Ste 100  
Lakeway, Tx 78734

Dear Eric:

My wife and I are very pleased that we selected Lakeway Floors for providing and installing our new hardwood floors. Initially you were very helpful in the selection process regarding the type and color of the wood. The installation was done by a competent and polite crew. And your help with the insurance adjuster was very beneficial. We were impressed by the overall professionalism displayed during the entire process and highly recommend your company.

Sincerely,

A handwritten signature in cursive script that reads "Jack Kriens".

Jack Kriens  
8806 Silverhill Cove  
Austin, Tx 78759