## Dr. Howard M. Tupper 571 N. W. Monica Street Fort St. Lucie, Florida 34983

August 3, 2016

The O'Donnell Company Impact Windows and Storm Protection 6400 S. E. Federal Highway Stuart, Florida 34997

Dear Michael O'Donnell,

I appreciate the opportunity to comment on the professional services of the O'Donnell Impact Windows and Storm Protection Company. As a customer purchasing impact windows and slider doors from the O'Donnell Company, I have had the pleasure of associating with the company employees and yourself. Now that the work has been completed, I would like to provide my assessment of the customer service I have received.

The initial meeting with Bob Thorton provided excellent guidance on selecting the windows best suit for my home and cost. He was made aware of my goals, of hurricane protection and protecting my home from break-in and theft, and that the hurricane season was approaching and was a concern.

You came to my home to verify the installation measurements. You also considered my stated goals. You recommended I consider modifying my order to install shutters over the regular glass sliders to choose impact glass sliders, something I had not considered. I agreed that they were, and are, a far better choice to achieve my goals.

The installers, Scotty and Josh, are professionals who have been diligent and efficient, respectful of my home and routine, being aware and careful of my dog, giving extra attention to protecting floors, furniture, drapes and other window coverings. They have thoroughly cleaned up after the two days of work. I am very pleased with their work. They are terrific representatives for the O'Donnell Company. And so is Patti Fitzgerald who has been a pleasure to work with coordinating the installation with my schedule and the city inspection.

Cordially yours,