

ISO 9000 QUALITY SYSTEMS MANAGEMENT

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Azores Hardwood Flooring Inc.
Unit 5 - 785 Pacific Road,
Oakville, Ontario, L6L 6N3.

Dear Azores Hardwood Flooring,

This letter provides a recommendation of the product and services of Azores Hardwood Flooring.

The recent work and support provided by Azores Hardwood Flooring in our backroom displays all of the attributes that provide satisfied customers namely: Quality of work and product, Delivery of services and product, Value for the dollars charged and Customer Service and Satisfaction.

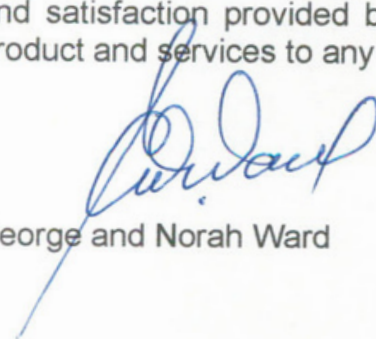
Azores Hardwood Flooring provided:

- Quality - The preparation of the room to prevent dust entering the rest of our house along with work of refinishing the existing flooring through the processes of sanding, polishing, staining, etc. were all completed with excellent quality of workmanship and care.
- Delivery - The fellows who performed the work were always on time to deliver their work in a most satisfactory and pleasant manner.
- Value - Cost is always balanced by value. The value of the work and the results provided by Azores Hardwood Flooring were well worth the cost.

Customer

Satisfaction - Azores Hardwood Flooring provided outstanding customer service and satisfaction this was further evidenced when a gloss problem in the finished flooring was identified and the possible result of the urethane coating. Azores Hardwood Flooring returned a day latter to lightly sand and put a new urethane coating on top which resulted in a perfect floor.

My wife and I are very satisfied with the quality, delivery, value and the exceptional customer service and satisfaction provided by Azores Hardwood Flooring Inc. We are pleased to recommend their product and services to any future customers.



George and Norah Ward