



Dear Sir:

I feel compelled to write this letter to let you know how very pleased I am with your company.

When we moved to Bend in April 2004, your company sold and installed my home theater system. Your staff was prompt, efficient, and very knowledgeable. I have had several service calls and have been very pleased with your efficient service.

On June 11, I called your store to report that my wireless headphone had quit working. Your employee said he would come by and take a look the next day. As usual, he was here on time, and in five minutes took care of the problem. When I asked if I could pay with my credit card, he said there was no charge. While his service call put no money in your bank account, he created a million dollars worth of good will.

Great service should not go unnoticed. Best Buy, Circuit City — no thanks. I will stick with good local companies. Thanks for your great service.

— Dick Bliesner