



Dear Mr. Behar,

Your company is most deserving of my praise and gratitude for recently completing two exceptional home entertainment systems in my home. It gives me great pleasure to tell you that your staff members performed flawlessly in all stages of the planning, sales, and installation process.

The very first person I met when I walked into your store was Kaleb Plamondon, your systems integrator. He was extremely helpful in providing me with the information I needed to make knowledgeable decisions based on my desires and budget. Kaleb possesses a quality that is lacking in many employees, the ability to “listen” to the consumer.

Regarding the audio equipment I purchased, I am so happy with the DENON 3808 Ci A/V receiver. It is the heart of my system and it compliments the other audio and video components so well. The Paradigm bookshelf speakers (Studio 20) bring more than just music to my ear. They efficiently produce a full sound spectrum that is very pleasing to my ears. In fact, they sound even better in my home than they did in your store. That’s thanks to Kaleb who suggested that we audition them outside of your enclosed sound room since I do not have the luxury of having a similar sound room in my home.

Your installers, John and Nathan, played a very vital role in making my home entertainment system come to life. Not only did they pay attention to detail by completing a neat installation, but they worked as if my home was their home. They persisted until everything was right and performed well before they left the job site. You could not ask for a more conscientious installer than John. This is my third home entertainment system and the install was by far the very best because of the quality of work performed by John. I even phoned your store the other day and spoke with Dan who willingly took time to assist me with a little glitch in the system. Now that is what I call quality team work.

Again, I wish to commend you and your staff for providing good products, reasonable prices, and a service unmatched in the stereo industry. I am proud to recommend your company to my friends knowing that they will be well taken care of by some of the best professionals in the business.

— Bob Halder