

Polished Concrete
12125 West Silver Spring Road
Milwaukee, WI 53225

Dear Jim,

John and I would like to let you know how pleased we were with our entire experience with Polished Concrete.

First of all, the sales person and yourself were extremely thorough. You both **took the time to understand our purpose and goals for the new driveway**. Not only were we replacing our current drive and extending it, we also had issues of drainage and a problem with our front stoop.

You asked detailed questions and those details were clearly communicated to the individuals running the job. Our **communication with everyone was excellent**. When my husband had input about issues, like the one-foot spot near a pine tree where roots were to be taken out, someone got back to him quickly.

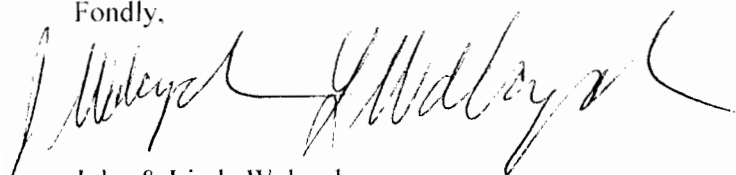
Also, your **expertise anticipated problems and issues we did not consider**, such as our landscape wall lining up poorly with the new drive and the need for an electrical access near our garage. You kept us included in the decision making process on all aspects of the job. The design for our front stoop was functional, attractive and within our budget.

The **most impressive** part of the entire process was **the crew** that worked so hard and so fast. It was apparent these individuals have worked together for sometime. **It was like watching a well-orchestrated dance or a busy anthill!** Each person knew exactly what the other one was doing at any given moment, although they barely spoke to one another! It was like this through the entire process from demolition to pouring. I don't recall anyone ever standing around! Once a vehicle was no longer needed, it was immediately cleared from our small street. **If the men took breaks or lunch, I was completely unaware of it**. There was a constant working and buzzing about our home for 2 days! I know this sounds over the top, but seriously...**watching their craftsmanship in action was a delight!** Three of my neighbors made positive comments about how quickly and efficiently they worked and how much they enjoyed watching them. Apparently I was not the only one who was being entertained!

Other details we noticed.... **The job site was well organized and maintained**. I was still able to take my two children in the backyard to play without too much concern. The workmen were all very polite and friendly. Their **language was clean** and the **music they played was appropriate**.

Our new driveway looks great. I especially love my new front stoop. Lastly, it was a great relief to both of us this past week to see all the rain go exactly where it was planned to go! **Our overall experience with Polished Concrete has been outstanding**. We do and are recommending your company to anyone who will listen to us!!!!!!!

Fondly,

A handwritten signature in black ink, appearing to read "John & Linda Walczak". The signature is written in a cursive, flowing style with a large, sweeping flourish at the end.

John & Linda Walczak