

2493 Ball Drive
Richfield, WI 53076

June 30, 2005

Mr. John Vonder
Renewal by Anderson
1729 S. 108th Street
West Allis, WI 53214

Dear Mr. Vonder:

As a customer of Renewal, we would like to express our appreciation for the quality of product and service provided by your company. Right from our first contact with Randy Wright, our sales rep, to the installation crew to Brian Pataschick, the follow-up adjuster, the quality of work, courtesy and politeness provided were exceptional.

As to the product itself, we find the appearance of the windows has enhanced the overall appearance of our home. Our heating and cooling bills have already shown a decrease by \$20 per month on the budget billing and as of June, we actually have a credit balance! The ease of cleaning the windows is another plus. We now wash them as part of routine house cleaning rather than an all-day, laborious project. The windows are so easy to maneuver for washing and the grills are easily removed and replaced.

We also had our old patio doors replaced, which were heavy and cumbersome to open and close. Because the old doors were an odd size, your installation crew had to adjust the width of the opening. They did a beautiful job and blended the trim perfectly. At a family gathering we recently hosted, our guests were very impressed not only with the beauty of the doors but how easily they opened and closed. Needless to say, they were amazed when our three-year old nephew was able to open them with one hand.

Overall, we are very happy that we chose Renewal. We looked at a variety of other manufacturers and found Renewal to have all the features we were looking for as well as being competitively priced. And, the fact that you have your own installation crew was another selling point. We do not hesitate to recommend your product to anyone who asks.

Sincerely,

Keith Munnick

