

DEAR ACE FLOORING,

34-10-96

THANK YOU FOR DOING A GREAT
JOB ON OUR HARDWOOD FLOORS. OUR
NEW HOUSE LOOKS VERY BEAUTIFUL
WITH THE FLOORS AND STAIRS.
FAMILY AND FRIENDS REALLY LIKE
THE JOB YOU~~RE~~ HAVE DONE. YOU
ARE RECOMMENDED ~~BE~~ HIGHLY BY
US. THANKS AGAIN FOR YOUR
WORK AND FRIENDLYNESS.

SINCERLY,

James & Steve Skins

809 A SPRING GREEK CT
ELKHORNE VA 22007

(#847) 718 1733

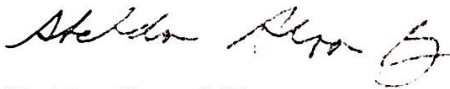
November 12, 1996

Dear Alex,

We want to thank you for an excellent job of replacing the floor in our family room. We are extremely pleased and have had rave reviews from friends and family. Enclosed is the balance due for the work done. Because we both suffer from back problems, we were wondering if you could have Joe and a co-worker come back to help return the furniture to the family room. Please let us know if this is possible. A good morning would be November 21st. We would compensate for your extra effort.

Thank you again.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sheldon Sloan".

Sheldon Sloan, MD
1421 Redbud Lane
Glenview, IL 60025

Phone # 847-998-6128

10
McLodge

At McDonald's Office Campus

Dear ACE Flooring,
The Floora look
great! Thanks for
a job well done.

D. Jay O

2815 Jorie Blvd. Oak Brook, IL 60523
(630) 990-5800

McLodge Inc.

DARYL HARRIS
PRESIDENT



JANICE CONSTRUCTION

CONSTRUCTION & REHAB SPECIALIST

SPECIALTIES: KITCHENS & BATHS, CERAMIC TILE, DOORS & WINDOWS, PORCHES, ROOFS, SIDING, MASONRY, FLOORS

CHICAGO, ILLINOIS

(312) 468-5616

RE: 614 E. 101st Place
Chgo., IL. 60628

Dear Alex;
I just want to take this opportunity to thank you and
your crew for doing an excellent job. Your crew was very
receptive to my clients and very professional. Mr. & Mrs.
Nash were very satisfied and pleased.

Thanks Again
Sincerely,


Mr. Daryl Harris, President
Janice Construction

Lee Levin

LAL PRODUCTIONS

Fax: 773-334-0535

FACSIMILE COVER PAGE

To : Alex Ursache
Sent : 9/24/99 at 10:37:00 AM
Subject : Floor Refinishing
From : Lee Levin
Pages : 2 (including Cover)

Thank you for accepting our job Alex. You come highly recommended from Dick Johnson and Kathy Brock, who
I work with at ABC.
We will see you the morning of October 4th and I will have a key for you so that you may enter as you need to.
Sincerely,
Lee Levin

12.13.99

ALEX -

THANKS AGAIN FOR THE TERRIFIC SERVICE!

JOE DID A GREAT JOB. THE FLOOR

IS JUST AS WE ENVISIONED. HAPPY

HOURS TO YOU AND YOUR FAMILY,




Bill Good

4-28-97

Thanks!

Your crew was
terrific & the
flairs look great.


Bill Ford

From The Desk of
EUGENE S. MIKOS

8/3/99

Up!
The Floors are beautiful! Thanks
much for the great job.

Sincerely
Eugene Mikos



Thanks, the
Floors & Stairs
look great.

Kimberly
Gray

Alex,

Aug 6

Your workers
did a great
job. Thank
Jane Smith

Thank you for a
wonderful
job on our floor.
Sorry for the mix-up
Russell
Sutton

3-7-00

Alex-

The floors look beautiful. They did excellent work.

I am enclosing a check for the balance: \$112.50 + 11.00 per square foot for repair. I think that amount is \$22.00. If it is different please let me know.

Please forward a stamped paid receipt and instructions on how best to clean the floor.

Penelope

The earth is but one country, and
mankind its citizens.

- Baha'u'llah

to everyone at the turning -

Thank you for all of your hard work - our new floors look gorgeous and add just the right character to our new home.

We appreciate the long hours your work crew put in to finish our project on time and on budget. One night we stopped by to check on the progress and were very surprised to see the entire crew working at 7:30!

Thank you again and please feel free to use us as references in the future.

Sincerely,
Marc & Leslie Hauser

Alex + Annie — 9/27/02

Thank you for your wonderful work. We should pay on fund the amount outstanding. I have kept out \$1000 to pay for the removal of the debris.

Thank you - Alex
David Sheffield

4.24.00

Mark

Thank you for everything. Your hard work paid off -- you did a great job.

Sincerely,

Dave Glusac

FOUR SEASONS HOTELS
FOUR SEASONS • RESORT
HOTELS AND RESORTS

September 11, 2000

Ace Flooring
1024 Busse Highway
Park Ridge, IL 60068

Attention: Alex and Annie Ursache

Dear Alex and Annie,

I wanted to let you know that our oak stairs and landing came out beautifully. I know it is especially difficult to come in and re-do a job to the customer's satisfaction after another company has failed to perform. Your company did just that at our house, and I just wanted to make sure you knew how much we appreciate what you were able to do. Your workers were polite and professional and came on the days they were scheduled to come. You were flexible and responded quickly to our last minute request to change the stair stringers to allow more tread width. As a result, we now have the stairs we originally wanted. In addition, you were able to repair our new landing after a horribly botched sanding job by the original installer. My compliments to your company and thanks for a job well done.

Sincerely,

Neal Leslie
525 S. Greenwood
Park Ridge, IL 60068

Peter A. Piper
227 E. Delaware Place Apt. 10D
Chicago, Illinois 60611
(312) 642-1073

November 7, 2000

Mr. Alex Ursache
Ace Flooring Company
1024 Busse Hwy.
Park Ridge, IL 60068

Dear Alex,

Enclosed is a check for \$1350.00 for the balance due on the most recent project. I appreciate having the job completed on Saturday.

Mr. and Mrs. Don Stevens in unit 3B of our building asked me about your work as they have some floors which need refinishing. I told them we used your services twice and were very pleased.

Thanks again for a job well done.

Sincerely,



She looks are
beautiful!

Thank you!

36103 Donnell Lane
Northbrook

Oct, 2000

Alex,

The floor are wonderful!
Everyone coming in says
how beautiful they turned
out. Thanks for the
great job.

Donna Kelly

April 19, 1881

Dear Alex - Annie,

I just wanted you
to know how extremely
delighted I am with how I
my friends turned out. As
has really enhanced the
value of our home.
Your two employees, Oscar
and Fred, both pleasant,
efficient, and obviously well
trained guide in their shared
hotel. They are a good
team, and very polite and
professional also.

Thank you again for the
letter of clearing relation
as well as all your
sound advice regarding
the car of the
newly purchased
people. May your
business continue
to flourish. Yours truly,
John T. D.



JAMES J. BRANSFIELD, M.D., F.A.C.S., F.A.C.E.P.
6200 NORTH KNOX AVENUE
CHICAGO, ILLINOIS 60646

October 9, 2001

Alex -

Thank you. We are
very pleased with our share.
Your workers did a wonderful
job.

Be sure to see you line

May 20, 2002

Alex:

Thank you so much for the
nice job you & your crew
did for us. With a pleasure
dealing with you in the present.
Wendee Lee

School Notes

Date _____

Alert-

The floors are beautiful!

Your crew does excellent work. Several of my friends have asked for your name. See you soon for the price of wood at bottom of stairs!

Wittich M. Kasper

Dear Alex & Annie,

9-11-02

THANK YOU SO MUCH FOR
ALL YOUR HELP! MY WOOD
FLOORS LOOK BEAUTIFUL!

THE ~~WORKERS~~ *Thank*
WORKERS *You*
WERE SO

CAREFUL AND WORKED SO
HARD - THE FLOORS LOOK
BRAND NEW!

I'VE DID A LOT OF
REPAIRS ON MY HOUSE,
YOUR COMPANY WAS THE
BEST!

THANKS AGAIN

Alice & Ross Camagna
DOMESTIC
PAINT & STAIN

June 25, 2002

Dear Alex,

I want to thank you for service which you have provided for repairing my floors and to let you know how I appreciate your timely attention and response to my concerns.

Thank you again. Your respectable company will be continued to be referred to my friends + family.

Sincerely,
Susan Snyder

Lisa Burns

The stairs + steps
look great! Everyone
did such a nice job!
Thanks so much!
Lisa Burns

Erin and Rick Abraham
Six Woodgate Drive
Burr Ridge, IL 60527
630.789.3596

April 24, 2003

Ace Flooring Co, Inc.
1024 Busse Highway
Park Ridge, Illinois 60068

RE: Library Floor

Dear Alex,

Enclosed is check number 529 in the amount of \$1480 representing final payment for the new wood floor in the library.

The floor is absolutely beautiful and was the right decision versus installing wall-to-wall carpet. Your company was responsive to my time requirements and I truly appreciate the professionalism of your crews.

We look forward to working with you in the fall.

Sincerely



Erin Abraham

Enclosure

September 1, 2003

a note of thanks - for providing us
with such beautiful floors!

The stain is perfect - the workmanship
is outstanding - and the work was
completed as promised.

Many thanks —

Sharon + Sheldon Gottlieb

2/22/05

Dear Alex and Annie,

I want to thank you for your excellent service. The floors look beautiful and everyone comments how terrific they look. Your staff was wonderful to work with and I would highly recommend you to anyone.

Thank you for making our house look so great.

Sincerely,

Joanne & Stratton Davies

June 3, 2005

ACE Flooring Company, Inc.
1024 Busse Hwy.
Park Ridge, IL 60068

Dear Alex;

I want to take a moment to thank you for the work done on our new floor and repairing the damage on our existing floor. I will be contacting you about getting additional flooring finish to apply to the first floor repair that still could use another coat.

I am enclosing a check for the final payment for the work completed.

Thanks again!

Sincerely,

Brian Wright



Enclosed is the balance due. The floors look lovely. Would you kindly send me instructions as to care in the future, and what to use in cleaning.

PAID

Thank you,
Jan M. Jones

MAY 23 2005

2017-C N. Lincoln Ave.
Chicago, Illinois 606014
VIA OVERNIGHT MAIL

Ace Flooring Company
1024 Busse Highway
Park Ridge, Illinois 60068

Subject: Floor Installation, 2017-C N. Lincoln Ave.

Dear Alex and Ace Flooring,

Ben and I wanted to write and thank you so much for the exquisite job you did with our floor installation. It is absolutely stunning! All our guests have been so complimentary and asked for your name and information, which we have gladly passed along.

Enclosed in this letter you will find a check for the full amount of the installation. Again, you did a wonderful job and we cannot thank you enough. We love our new floors.

Thank you,

Claire York

Claire York
Manager
Blue Cross Blue Shield of IL, TX, NM and OK

Enclosure (1) – Payment in form of personal check
cc: Benjamin York
Merle B. Smith



The floors look beautiful!

Thank you so much. The professionalism of the crew was outstanding and the quality of their workmanship is first-rate.

Enclosed is a check for the final payment.

Thanks again,

Sheila Webster

8/21/06

Alex,

Thank you for the great
job. Please tell the men
who worked on our flooring
how much we appreciate all
the hard work & how much
we love the look of the
finished product. Their
craftsmanship is outstanding.

Thanks again.
Best wishes

Tom & Ann Fritchland
705 11th St
Willmette

Susan F. Dickman
1167 Crofton Avenue
Highland Park, IL 60035-3953

June 28, 2006

Mr. Alex Ursache
1024 Busse Hwy.
Park Ridge, Illinois 60068

Dear Alex:

Thank you so much for the drop off of the Glistsa cleaner. That reminded me that I wanted to let you know how pleased we are with the new floor your people installed, the professionalism, the expertise, and the attention to detail.

You came highly recommended and, at our first conversation, made us feel quite comfortable. Seeing the finished product in our kitchen and hall is a delight, and the improvement in the overall look of the house is really significant.

We also appreciate that you were able to work on a schedule that permitted other projects in the redesign of the kitchen to proceed on schedule.

We wouldn't hesitate to recommend you, and in fact, will be happy to call you when we need more of the same!

Sincerely yours,



Susan F. Dickman

Alex Ursache
Ace Flooring Co., Inc.
1024 Busse Highway
Park Ridge, IL 60068

Dear Alex:

We are writing this letter to express our pleasure in working with you and your associates. We have been restoring our 1920's home for over three years now and have interviewed and worked with plumbers, electricians, carpenters, plasterers and painters. We have worked with masons, tuck pointers, chimney sweeps, window and door specialists as well as HVAC specialists. It is always a pleasure to find a business such as yours that delivers a service as promised with no surprises.

We interviewed four flooring contractors before deciding to hire Ace Flooring to remove our damaged powder room tile floor and replace it with a new hardwood floor as well as to sand and stain all of our existing hardwood floors. We chose Ace Flooring because your experience was very evident in the confidence in your responses to our questions and concerns. You were able to address our concerns and provide a firm quote while the other contractors used our concerns to give us a soft quote.

Your crew proved to live up to the quality you expressed. They were timely and worked efficiently. They demonstrated care and respect when moving around our home.

We would happily use Ace Flooring again and would recommend you to friends, neighbors and family.

Thank you.

Sincerely,



Ann & Dan Carroll
Winnetka, IL

Nov 14th 2016

12/12/06

Alex -

Thomas and I are delighted with the plans you initialed. We appreciate all the scheduling and re-scheduling you did to accommodate our shifting project needs. Thanks.

Regards,

Carl and Thomas Kays

LITIGATORS INCORPORATED, P.C.

825 GREENBAY ROAD

SUITE 124

WILMETTE, ILLINOIS 60091

PHONE: 847-251-0808

FAX: 847-251-6318

E-MAIL: Litigatorsinc@MSN.com

January 11, 2007

Ace Flooring Co., Inc.
1024 Busse Highway
Park Ridge, IL 60068

Attention: Alex

Dear Alex:

Thank you for your wonderful work in refinishing the floor in my home in Wilmette

When I returned home, after moving out for a couple of days, I was surprised to see how great the floor looked. There was also no dust left by your workmen from the sealing and refinishing. I correctly trusted you for taking care of everything, including my household possessions, while I was moved out.

I also thought your pricing was fairly reasonable. The little extras, such as putting protectors on the chair legs, impressed me.

Once again, thank you very much, and I plan to use your services in the future.

Sincerely,



Jeffrey A. Brody

JAB:lm

Enclosures: 2.

Ace Flooring

From: Judy Auld [judyauld@earthlink.net]
Sent: Wednesday, March 07, 2007 10:26 AM
To: office@aceflooring.biz
Subject: Installation/Service

This email is to let you know how pleasant it was dealing with Ace Flooring.

From the first meeting with Annie in the office to discuss flooring for my condo, to the in-home estimate by Alex, to the installation, everything was perfect!

Ace Flooring worked with me to match my existing Pergo flooring in the entry and kitchen with the new installation in the rest of my condo. They wanted to make sure I was completely satisfied.

When I received the estimate, I was pleasantly surprised as the cost was well within my budget. Because I was ordering new furniture, I asked for specific days for installation and they said "certainly".

The installers were on time, courteous, careful with my furniture and always cleaning up so that dust etc., was kept to a minimum.

I made a mistake when I had my entry and kitchen done. I went to Home Depot, material was delivered on a flat bed truck and I had to haul it up to my third floor condo. The installers were always late, stayed only a few hours each day, didn't cover anything, and took a week to finish the job! And it was a very poor installation with mitered corners poorly done, etc. What a difference dealing with Ace Flooring! I would recommend them to everyone interested in a professional job from "top to bottom". Thanks again, Ace.

Judy Auld

JAK Direct

judyauld@earthlink.net
phone 847 384 8305
fax 847 384 8306

5/4/2007

MIKE AND MARY SULLIVAN
1023 NORTH CARLYLE LANE
ARLINGTON HEIGHTS, IL 60004

May 9, 2007

Dear Alex,

Mike and I absolutely love our new cherry floors, and we wanted to thank you for the excellent experience we had with Ace Flooring.

From start to finish, we were impressed with the professionalism of your crew, their attention to detail, their work ethic, and the care they took with our furniture. The dustless system worked as advertised, and we were amazed at how little cleanup we had when the job was done.

The project of having hardwood flooring installed throughout the whole house was a bit daunting to us, but you made the experience an extremely pleasant one. We would highly recommend your company to anyone, without reservation. Thank you so much.

Sincerely,


Mike and Mary Sullivan

7/24/2007

ALEX -

THANKS SO MUCH FOR THE

TECHNICAL WORK! THE FUSERS

WOK GREAT.

- Jeff BURECH

1729 WILSON

WILSON

RENEE L. OSHER
4033 LINDENWOOD LANE
NORTHBROOK, ILLINOIS 60062

August 11, 2007

Mr. and Mrs. Alex Ursache
Ace Flooring Co., Inc.
1024 Busse Highway
Park Ridge, IL 60068

Dear Alex and Annie:

I want to thank you for your beautiful installation of our pre finished wood floors. Your workmen were polite and helpful. Your staff made every attempt to maximize the beauty of the individual wood pieces in the layout. Also, they were considerate of my input as well. The kitchen cabinets fit well with the floor because of their diligence in leveling the floor.

Your staff successfully kept the dust contained to the area in which they were working. I was impressed with how they set up the plastic all over to protect the rest of the house. The men did a great job of cleaning up as well!

My other contractors commented on how the nice the floor was done. I wish all the other workmen in our remodeling were as professional and neat as your staff!

Thanks to both of you for helping me to select the flooring. Working with all of you was a most pleasant experience.

Sincerely,



Renee L. Osher

Ace Flooring Co, Inc.
1024 Busse Hwy.
Park Ridge IL 60068

September 20, 2007

To Alex and his crew,

Many thanks for the beautiful job on repairing, sanding and sealing our floors. You came out quickly for an estimate when our floor got damaged last December by a leak from our baseboard heating. We were impressed with your professionalism in assessing the damage and getting back to us quickly with an estimate. It was in line with the estimate from the State Farm adjuster. Alex recommended we wait till summer to make the repairs to allow the wood to expand which we did. We made a date and Alex and the crew were here on August 27 and moved the furniture, covered all the specified areas with plastic, repaired the damaged floor, sanded and sealed the floors in 3 days as planned. The newly finished floors look better than when they were done the first time.

In addition to the above, we decided to redo the entrance hall with a maple floor to match the rest of the flooring. Alex suggested a border of walnut and an inset of maple set on an angle and it turned out beautiful. We are very happy with all the work done and we would recommend Alex and his crew to do any job.

Sincerely,

Anthony and Frank Bartone

Here -
Just a note to
let you know how
pleased we are with
our new floor. Everything
went so smoothly -
The woman who
installed it was
the best. I kept
waiting for a big
mess that it never
happened. They did a
superb job in all
respects. It all went
like clockwork and
the results show it.
Thanks to you we
are enjoying every minute
in our new room. I
can't recommend you
highly enough!
- Sharon - Denver Club Bryum

Rich and Diane Egan
1320 West Canton Court
Deerfield, IL 60015
(847) 607-9361

April 13, 2008

Ace Flooring Co. Inc.
1924 Busse Highway
Park Ridge, IL 60068

Dear Alex,

I must tell you how pleased we are with the excellent job your crew did on the maple floors in our kitchen. The workmanship was impeccable and we are truly pleased with the outcome. Additionally, the men were so easy to have in our home for three days, as they were courteous, conscientious, hard-working and clean. In fact, we were so impressed with this crew that we would love to have back when the work on our stairs and the wood floor is completed.

Enclosed is a check for the work done in our kitchen.

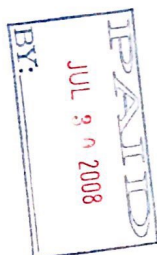
Thank you again for the great work on the floors.

Sincerely,



Diane Egan

Ace Flooring Co,
1024 Busse Hwy
Park Ridge, IL 60068
847 696-2800



Dear Alex:

I am writing to thank you so much for the beautiful work you did staining and refinishing our living and dining room floors, as well as our staircase and banister--they look better than when they were first installed 10 years ago! Your crew was wonderful: extremely professional, hardworking, and very courteous. They took the time to sample some stain colors for us and formulated a lovely custom mix which we ended up selecting. Not only did they do beautiful workmanship, they also made the extra effort to take care of the rest of my home: they sealed off work areas very precisely, moved my furniture (including my grand piano) with extreme care, covered floors as needed, and made sure all was in order at the end. Last but not least, the work was completed in the exact time frame you had anticipated.

We have done a fair amount of remodeling over the last few years and yours is the most professional company we have ever dealt with: excellent craftsmanship coupled with a very high level of service. We are delighted with the work and extremely grateful to you and your staff. We recommend you most highly to anyone looking to hire your services.

Thank you again,
Tammy & David
Tammy and David

8-13-08

Dear Alak

Thank you again for having
a great job meeting and
seeing I had in my bedroom

that I like was especially
pleased to hear of it
that our dream really
is

There is the second time
we are added to the family
of our dream with word
of blessing -

my best to you
and your wife

Love Jeffery
and Cindy

Ace Flooring

From: Catalina & Donald [catdon@wowway.com]
Sent: Friday, October 24, 2008 8:36 PM
To: office@aceflooring.biz
Subject: Thank you!

Dear Alex and Annie,

Thank you for your excellent service!

We are happy we chose "Ace Flooring". Your promptitude and professionalism it is highly appreciated.

Please do not hesitate to use us as reference any time you need.

We wish you many years in business and...keep up the good work!

Best regards,

Carmen & Donald
10/24/2008

Ace Flooring

From: eleanor kaden [elro@sbcglobal.net]
Sent: Thursday, August 21, 2008 9:49 AM
To: aceflooring@sbcglobal.net
Subject: Floors

Dear Alex

I just want to thank you again for the superb job that your company did on my bedroom floor. There was virtually no dust to be seen. Although they did put plastic against my closet doors, it almost wasn't necessary. They always showed up when they said they would and your employees were always accommodating and pleasant to have around.

The floors look beautiful.

Kindest regards,
Ellie Kaden

Ellie

8/21/2008

Ace Flooring

From: Carole and Dave Yoder [ctdyoder@umich.edu]
Sent: Thursday, November 03, 2011 2:50 AM
To: office@aceflooring.biz
Subject: Thank you letter
Attachments: Ace Flooring-Alex Ursache thank you.docx

Dear Annie,

I am sending you my letter of appreciation, as we talked about on the phone Wednesday. I have attached it to this email message, and also pasted it below, just to make sure that you get it. It has been a pleasure doing business with you.

Thank you. Sincerely,
Carole Yoder

1446 Estate Lane
Glenview, IL 60025
847-486-1692

Carole Yoder
Glenview, Illinois

November 2, 2011

Mr. Alex Ursache
Ace Flooring Co., Inc.
1024 Busse Hwy.
Park Ridge, IL 60068

Dear Alex,

My husband Dave and I want to thank you and all of your associates who created the outstanding, beautiful hardwood floors for our new home, and refinished the hardwood floors at our former home in Evanston, as we prepared it to sell.

We love our floors and are most grateful for all of the time, effort, and talent you have put into them. We greatly appreciated your helping us with all of the decision-making necessary for installing new hardwood floors. Your knowledge about floors and hardwoods, your excellent workmanship, and fine artistry have all come together to help make our home a beautiful place.

October 26, 2010

Alex Ursache
Ace Flooring
1024 Busse Hwy.
Park Ridge, IL 60068

Dear Alex and Staff

Thank you so very much for my beautiful new hardwood floors. I was so very impressed with your company from the first contact I made to set up a price quote appointment to the last day when the furniture was moved back in. Alex, thank you for all your ideas and suggestions, especially for the idea of painting the existing trim and doors white, it really did highlight the floors even more. To your hard working employees, thank you again; they were prompt, polite, hardworking, skilled, careful and a pleasure to have working in my home. I am already passing around your company name to everyone who has seen my beautiful floors and will continue to do so. What a pleasure it was doing business with your company, you should be very proud of yourself and your employees.

Please feel free to use this as a letter of recommendation to anyone who is interested in doing business with you.

Once more, thank you!

A handwritten signature in cursive script, reading "Barbara Janbrosek".

Barbara Janbrosek

5/23/2013

Dear Ace Flooring,

I just want to take a moment to thank you all for your hard work and dedication. The floor, stairs, and banister/railing are stunning! I truly appreciate the length to which you went to in order to acquire the silver and black spindles for the railing and banister. Everyone who has seen the floor loves it, and everyone remarks about the detailing on the stairs. Further, everyone has commented how incredible the spindles and banister/railing turned out.

One of my friends even commented on how this is the most perfectly laid floor she's ever seen. This surprised and pleased me, as she is a former realtor and has seen many homes with

hardwood floors.

Every day I look at the floor and smile because it looks so beautiful. I'm very glad I went with the Brazilian Cherry. It is holding up brilliantly against my dog's nails. It's also amazing how much bigger all the rooms look with hardwood installed instead of carpet.

Thank you again!

Sincerely,

Sara Adler

August 8, 2012

Ace Flooring Co
1024 Busse Hwy
Park Ridge, IL 60068

Dear Alex and Annie,

Living in the neighborhood, for many years I drove past your store and admired your beautiful storefront windows. "If ever I decide to remove the carpeting in my home, this is where I'll seek help", were my thoughts.

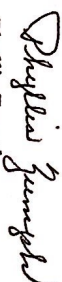
Summer of 2012, Bob and I decided to remodel. After being in our home 41 years, the hardwood floors under the carpet appeared extremely distressed, discolored and riddled with nails from those who attempted to remove flooring squeaks.

On my first visit to Ace, I met Annie. What a delight! Extremely pleasant, professional and knowledgeable. She eased my mind with our doubts and fears. That evening Alex came to my home to give an estimate. He, too, extremely polite and professional, even suggesting that we continue with the hardwood in the kitchen since it, too, was being remodeled—great idea! It was obvious he had had many years experience. And, such a charming man! They both made me feel like family.

We arranged for the remodel while we were on vacation. Alex' crew moved our furniture, removed the carpet, and expertly sanded and stained both our existing floors throughout the house and the new kitchen floor. On our return, we walked into beautifully renovated hardwood floors that appeared brand new. He promised "no dust" and there wasn't any! They also replaced all of our old vents with new ones we had purchased. What a difference!

I took a chance and contracted with Ace Flooring without any referrals. I highly recommend this company, Alex and Annie, and their crew. My home is beautiful and I now have two new friends.

Sincerely,


Phyllis Zumpfe