

June 20, 2011

Dear Tom and Claudia,

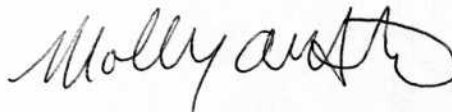
We want to send our sincerest thanks to you and the employees of Tom's Carpet Cleaning Services for a job well done. We were looking to support a local business for carpet cleaning and were initially impressed with your website. Your staff was courteous and professional from the beginning. The price for carpet cleaning was fair and the arrival of your team was prompt. Our carpet had extra staining on it, not part of the initial quote, and your employees took extra time and effort to remove it, without adding additional charges. Our carpet looks fantastic now, much like it did when it was new.

Thanks again for the exceptional service. You have a passion for what you do, and it shows. We will see you again in a year. Until then, best wishes for continued success.

Sincerely,



John Austin, DDS



Molly Austin, MD, MBA, FACP