

February 5, 2007

Dear John - and your staff,

Thank you for your continued excellent service. We do business with you because you stand behind your product.

Sincerely,
The Individuals
Barb & Fred

2007

The guys did a
great job. They're
very neat, and clean
up everything before they
leave.
Audrey Milmine

11/12/2010 14:08 FAX

005

WARD & ASSOCIATES CO., L.P.A.

1265 West Sixth Street
Fourth Floor
Cleveland, Ohio 44113
(216) 241-0515
Facs. (216) 241-0546



John Gigliotti
Four Star
602 South Street
Chardon, OH 44204

Dear John:

Enclosed is my check #3236 in the amount of Six
Thousand Five Hundred and No Dollars (\$6,500.00). The kitchen
looks great. Both Claudine and I thank you for everything.
We're looking forward to seeing you and Jean soon.

Sincerely,

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

Michael J. Smakula

To: John Gigliotti ~~Michael J. Gigliotti~~
From: Mike Zivanchev
Subject: Laura Ashley Tile, etc.

Dear John:

Please find enclosed another check in payment for the tile and accessories. Should you not get any satisfaction for the return of the one extra carton of Laura Ashley, I ask that you provide Anne & I with the complete name, address, telephone number and fax number so that we can pursue.

In conclusion, Anne and I wanted you to know how much we enjoyed working with you and you will be the first that we come to later this year when we refloor our dining room, living room, and foyer with the Bruce Hardwood.

You can be assured that we will send our neighbors and friends your way with our highest recommendation. Best Regards.

Sincerely yours,



Mike Zivanchev

MJZ/sm

Enclosure

**FOUR STAR CARPET AND TILE CO .
602 SOUTH ST.
CHARDON,OHIO 44024
MARCH 19,1997**

DEAR SIR;

**I WANTED TO EXPRESS MY APPRECIATION FOR THE FINE SERVICE
I RECEIVED AT YOUR COMPANY.**

**THIS LETTER IS A LITTLE LATE..BUT HOPEFULLY NOT TOO MUCH
SO.**

**CINDY BOCCHIERI WAS MOST PLEASANT AND HELPFUL IN MY
SELECTION OF KITCHEN CARPET..I WASN'T SURE WHAT I WANTED
BUT SHE CAREFULLY TOOK ME THROUGH THE STEPS OF QUALITY
TYPE,PROS AND CONS OF EACH DESIGN. I APPRECIATED HER MANNER
AND PROFESSIONALISM.**

**SHE WAS MOST PATIENT WITH ME WHEN I CHANGED MY MIND ON
COLOR..(I'M IN RETAIL AND THAT CAN BE TOUCHY).
THE WORKMAN WHO INSTALLED THE CARPET WAS VERY
PLEASANT,AND IN FACE OF A MINOR PROBLEM..NOT ONLY
COMMUNICATED WITH US BUT SATISFIED US WITH THE SOLUTION.**

**THANK YOU..I WILL CERTAINLY CONSIDER YOUR COMPANY AND
ALSO WILL RECOMMEND IT TO OTHERS NEEDING YOUR PRODUCT.**

SINCERELY,

Marie Beaver

**MARIE BEAVER
8354 CLOVERIDGE RD.
CHAGRIN FALLS,OH 44022**

11/12/2010 14:08 FAX

008

~~XXXXXXXXXX~~


From: Jim Stormer
To: John Gigliotti
4 Star Carpet and Tile

John,

I just wanted to take a minute to thank you for the professional and prompt service you provided recently. I especially wanted to say thanks for going the extra distance to satisfy a customer. I know it wasn't necessary; but it was appreciated.

Count on all of my business in the future.

Regards,


Jim Stormer