

From: Michael McCarty
Sent: Thursday, January 20, 2011 2:49 PM
To: Joe Karasek
Subject: FYI



Joe,

I just got a message from one of your techs and I returned his call to get parts that were needed for the store in Aberdeen. I got the parts on order already and the store will be taken care of shortly. But I feel the need to let you know that I appreciate the fact that your techs call me when they need parts and that they don't rely on the store to let me know. I also wanted to tell you that I have never had a bad experience with any of them that call; your techs are always professional and friendly to me each and every time they call me. I wanted to let you know this because I am sure you only hear the bad things and never the good. It is very easy for people to write a letter to tell you about their bad experience but when it has been as good as it's been you probably don't hear it. I wish I could remember all of their names to mention them but I don't keep that good of notes on who calls me but this one that called today was Steve and I know he has called in the past and every time he and the others have called have been very courteous each and every time.

Regards,

Michael W. McCarty
Fleet Manager
84 Lumber Company
1019 Route 519
Eighty Four, PA 15330