

Fullerton, CA 92831-1237

**Subject: Letter of Appreciation, New Patio Installed September 26, 2002**

September 28, 2002

***Patios By B & B***  
810 W. Katella Avenue  
Orange, CA 92867

Attention: Mr. Paul Goldman

My wife and I wanted to express our complete satisfaction with our new open lattice patio cover purchased from Patios By B & B.

Quiet simply, we got what we paid for.

Our patio cover's cost, design, materials, and installation were all better than we expected.

Your installation crew was hard working, friendly, and performed the installation to our complete satisfaction.

We love our new patio cover, and we are very happy we chose Patios By B & B.

We want to thank you and your staff for all your help.

Sincerely,



Alan Settles