

July 28, 2007

Sean Phelps
College Works Painting

To Whom It May Concern:

I just wanted to let you know how pleased we were with the warranty work provided by College Works Painting.

Two years ago, we had our double deck painted by College Works and within 6 months they were peeling. We called the following spring and someone came out and agreed that the work should be redone under warranty. We told them to wait as we were debating whether to tear down the 19 year old decks and start over.

I waited too long to get bids to get the decks done that summer, so waited until the next spring to begin deck renovation. To my surprise, Sean from College Works called that winter and asked if we still wanted the warranty work done. I told him that I was tearing down the old and would have a new deck, but would need some parts stained/painted to match. My new deck was not completed until July, but Sean kept following up with me to get the work done! Although most of the materials used on the new deck were composite (which doesn't need painting), Sean arranged for a color match and had the cedar posts and wood steps stained and the vinyl lattice painted for a perfect match.

Great warranty and follow up work, College Works and Sean!

Sincerely,

Pam Guilander