

27 November, 2001

Bernd Wolf  
President  
European Windows  
3315 Dawsonville Hwy.  
Gainesville, GA 30506

Bernd,

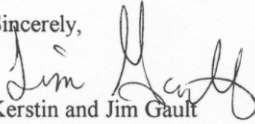
Enclosed is the final payment for the windows that were installed for us. We are very happy with how everything turned out. Matt is a great guy and does a fantastic job; well above and beyond the call of duty.

We are extremely pleased with how you handled the labor problems that arose during our installation. We were always confident that we were buying a quality product from a quality company, and you didn't let us down. Thank you for all of your efforts on our behalf.

We would still like to replace more of our existing windows in the future. Rest assured that we will be coming back to European Windows.

Thank you again for a job well done.

Sincerely,

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

Kerstin and Jim Gault