

October 8, 2001

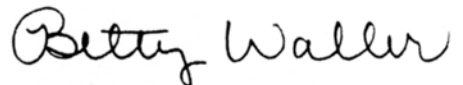
Bernd Wolf, President  
European Windows  
1230 Calhoun Rd.  
Dahlonega, GA 30533

Dear Bernie:

We've been in our new home for almost a year now. I wanted to let you know how much we're enjoying our European Windows. Right now it's chilly outside but it's very comfortable in our house even with no heat on. Our windows really help to keep our home well insulated. This summer we were also very comfortable even with the sun streaming in. If the sun got too bright, I brought down the rolladen shades. The shades are so convenient. I wish now we had put them on every window. I love my wood trim look on the downstairs windows. They are so real looking that no one knows they're vinyl unless I tell them. I have really liked the safety aspect also. When we had our alarm system installed, the representative took one look at our windows and said they were so well constructed and "burglar proof" that he saw no need to wire them.

I'm very glad we chose your windows. They are everything that you said they would be. I hope you are doing well and wish you the best in your business.

Sincerely,

A handwritten signature in cursive script that reads "Betty Waller".

Betty Waller  
Cumming, GA