

January 8, 2009

To whom this may concern:

We are a CPA firm with 45 employees who recently completed the build-out of approximately 14,000 square feet of office space in downtown San Francisco. At the recommendation of our architects, we decided to install carpet tiles for the majority of the office flooring. We received several bids but chose to work with John Shiels of Conklin Brothers Carpet, based on their competitive pricing and ability to work within our time frame. The carpet arrived on schedule and was expertly installed just in time for our move-in date.

During the installation of our office furniture, some of the carpet tiles slipped or were lifted at the corners. Without question, the Conklin Brothers team returned to re-adhere the tiles to our satisfaction.

Within weeks of us occupying our space, the janitorial staff spilled a solution in a hallway that created a large stain. We contacted John and he immediately arranged for an installer to remove the damaged section and install new tiles from the inventory of left-over tiles we had on hand. Additionally, he ordered replacement tiles, so that we will have a supply should we need to replace damaged tiles in the future.

We have found John Shiels and the Conklin Brothers team to be professional, reliable and responsible. We do not anticipate another build-out in the near future, but would definitely use Conklin Brothers again should the occasion arise.

Very truly yours,



Connie B. Tiret
Executive Director