

**Subject:**

FW: Thank You

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**From:** Scott Mazi

**Sent:** January-09-12 12:01 PM

**To:** George

**Cc:** Greg Niblett

**Subject:** Thank You

Good morning George,

I wanted to extend a sincere thank you to you and to the entire team for our new home theatre system and network.

I must say that the experience from start to finish was excellent. I appreciate the time that you personally took during the beginning phase of the project to understand our needs and also for the expertise that you provided in helping us determine the best solutions. I enjoyed working with you to that end as opposed to just being sold a quick solution. We never felt pressured to rush through the process or to purchase components that we did not require. I appreciate your honesty and integrity. I would like to note that at all times we felt like a valued customer of Canadian Sound.

The execution of the installation was also an excellent experience as the team did a great job. Not only was the quality of the workmanship very good, but the manner in which Gerry, Shane and Greg conducted themselves was impressive. They were always friendly, clean and courteous (which was important given we have two small, and sometimes sleeping, children in our home). Please share this email with Gerry and Shane as I do not have their email addresses. We also liked the fact that you were on site each day to take care of any problems that arose and that you were available after the job was completed to ensure that we were satisfied with the end result.

Finally, the client service afterwards by Greg and yourself was terrific. Greg was very helpful and went out of his way by returning calls and emails well after normal working hours. Thank you again.

In conclusion, our family is very happy our new system and would not hesitate to recommend Canadian Sound to our friends and family. You have quality people in your organization and we certainly like the manner in which you operate your business.

Happy New Year and best wishes for a terrific 2012!

Sincerely,  
Scott and Katarina