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THERMAL INSULATION • SOUND DAMPENING ACOUSTICS • CONDENSATION / NOISE CONTROL • STRUCTURAL FIREPROOFING

TO OUR VALUED CUSTOMER:

On behalf of Retrotherm, I would like to thank you for the opportunity to have been of service to you. As you know, we take great pride in our products and will continue to serve you in anyway we can. Please call us if you have any questions about your particular project or have any problems with the material. I will follow-up on any concerns you may have as quickly as possible. I sincerely hope Retrotherm has met your expectations of quality and service.

If you feel you've received exceptional service, a testimonial letter to me would be of great help in showing other potential customers our commitment to excellence. These few questions may help you to determine our performance.

1. Was Retrotherm honest, straight forward, and easy to work with on this project?
2. Did Retrotherm meet or exceed the specifications set forth in the agreement?
3. Did Retrotherm disrupt the normal working order or production of your facility more than necessary?
4. Did the quality of Retrotherm's materials and workmanship meet your expectations?
5. Was Retrotherm cooperative and fair when and if negotiating extra work not covered in the contract?
6. Did Retrotherm cooperate with other trades on the job?
7. Did Retrotherm leave the job site clean and orderly?
8. Would you use Retrotherm again or recommend them to others?
9. Was the crew professional? Is there anything that stood out as to crew moral and commitment?

Again, thank you for giving Retrotherm the opportunity to serve you and I hope we can be of assistance to you in the future.

Sincerely,

Robert Chilcote, President
RETROTHERM INSULATORS, INC.