

November 17, 2003

United Paving Company Ltd.,

Att: Carlo Bucci  
753 Farewell Avenue,  
Oshawaw, ON.  
L1H 6N4

PRIVATE CUSTOMER  
INFORMATION  
REMOVED

Carlo,

You excavated our driveway on September 25<sup>th</sup> and later paved it on November 17, 2003.

I am writing to express appreciation for your efforts, which exceeded our expectations.

We know we were not an easy sale. Being in the contract / construction business for over 36 years I did have some personal knowledge of the requirements for a decent paving job. We canvassed the local paving market and got more than enough comparative quotes for the work and a variation in referral lists, advice and "paving folk lore".

Our driveway was a new subdivision gravel driveway which had seen one winter in the fifteen months we owned the home. With the continuing construction of other homes on our street the gravel had become rather muddy and contaminated over that period of time.

You provided two quotes on official quotation letterhead describing the exact work you would do for the money - something none of your competition did. The other companies provided dollar amounts scribbled on the back of their business cards with verbal descriptions of the work to be done. After seriously viewing many of the various referrals from several companies and speaking to some of the driveway owners, we chose United Paving. We also chose to replace the contaminated gravel with fresh crushed limestone before paving, rather than having the existing material reworked and added to as required. Your quote for this option was not the lowest we had received, nor was it the highest. You offered us a two-year guarantee. Most of your competitors offered only one year, one was very vague on a guarantee of any sort, yet one other offered a five-year guarantee.

You removed 8 inches of the existing base material per the contract and then some.. The time taken to place and properly compact the new limestone base material, and the meticulous care you personally took to ensure a level surface and proper grade was more than we expected. Having witnessed other neighbourhood driveways being totally done in an hour or two, we were quite impressed.

The actual paving was done a month and a half later between two sides of interlocking stone soldier paving that we installed when you finished placing the new base material. Although plagued with a very wet fall, you arrived when you said you would and spent extra time ensuring that the finished product was right. When you and your crew left my driveway today, we felt that we had been dealt with fairly, by a professional business. It was well worth the small difference in your cost vs. the low bidder cost for the increase in the satisfaction we have with the product we received.

Many thanks to you and your crew for providing quality work at a reasonable cost - something of a rarity these days. Please feel free to copy this letter for distribution as a reference if you wish. We would be pleased to discuss our driveway experience and impressions with anyone who might drop by and ask.

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