



June 1, 2008

Ms. Arlene Larmon
Action Ozone, Inc
197 Barn Owl Drive
Hampshire, IL 60140

Dear Ms. Larmon,

I am writing this letter as both a sincere thank you and testimonial for the superior services your company has provided to me over the recent months. As a fire and flood restoration company, I know and understand the application and benefits of ozone and was relieved to have found your company in April of this year. On the several fire and flood projects we have utilized your services for in recent months, we have achieved competent and professional services from Action Ozone, as well as tremendous success. By utilizing your service to remove smoke odor as well as to kill mold, I have been able to eliminate the costs of protecting my employees from these air quality hazards, and provide my clients with a guaranteed mold and odor-free breathing environment as part of the completed package. The savings I have realized by contracting your services have further benefitted me, as I have been able to pass on those savings to my customers by offering a lower-cost and more affordable restoration package.

Your Mold and Ozone Specialist has been most professional in his display of knowledge, competence, and professionalism. In my business, I rely heavily on competent professionals who respond quickly, and show a passion for their work. If you were to ask me what your company could do to improve, I would not be able to answer that question, other than to say, keep up the good work! I appreciate your dedication, work ethic, attention to detail and determination to provide excellent service at affordable prices and look forward to working with you on many projects to come.

Please don't hesitate to use this letter and my phone number as reference.

Sincerely,

Charles Hamby
Custom Homes by Hamby
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