



June 4, 2012

Mr. Ryan Dockrill
President
Kelowna Custom Theaters
Kelowna, BC V1W 5A6

Dear Ryan,

As you know a good friend who spoke glowingly about the experience and service of you and your company referred us to you 6 years ago.

Over the years we have had the privilege of working with you on both our lake home and store location. You did amazing job designing our systems and installing everything from our 12 TVs and Home Audio to our boat AV system and our retail store.

I want to thank you and your entire organization for an outstanding installation. However, what we are most impressed by has been the outstanding service you and your team have provided after the installation. Your team has been fantastic in responding to us when the system has gone down or we have wanted to change things and add new equipment.

So many organizations do the installation well but then they are nowhere to be found when something goes wrong. Even that one time on a Saturday you came out. Not only have your people been incredibly responsive, but they are the friendliest, most positive people I have ever encountered in customer service.

Please accept my congratulations for assembling an incredible group of professionals who really care about what they do and will not stop until even a demanding customer like me is completely satisfied.

If we can server as a reference for you to anyone considering using your organization, it would be our great pleasure.

Sincerely,

A handwritten signature in dark red ink, appearing to read 'Fred & Ginna Hamel'. The signature is fluid and cursive, with a small dot at the end.

Fred & Ginna Hamel