



February 10, 2000

Beyond Audio  
Bernard Avenue  
Kelowna, BC

Attention: Mike Ohman

Dear Mike:

I just wanted to take this opportunity to thank you for the wonderful job you did in assisting us with our recent home stereo upgrade and installation.

When we originally made arrangements for you to come and look at our existing system, we weren't entirely sure what we wanted. When you met with us, I learned more about our existing stereo from you than I did from the company we purchased it from. You explained what our options were and definitely raised our awareness of what was available. I also felt your pricing was very reasonable for the products and level of service that Beyond Audio provided.

I was even more impressed when your installation crew arrived yesterday. They came completely prepared, and even though they, themselves, had not been to our home before, they knew exactly where we wanted everything. They had a typed out installation spec sheet from you and I found them to be very professional.

Thank you very much for everything. We have sincerely enjoyed doing business with you. I wanted to write you this note because I know that people are very quick to complain when things aren't exactly as they thought, so I thought I'd let you know that everything was, and is, better than we expected. We look forward to doing business with you again soon.

Sincerely,

A handwritten signature in blue ink that reads 'JWarawa'.

Jennifer & Shane Warawa