

Karen and Glenn Bucholtz  
4452 Hayes Road  
Kelowna, BC V1W 5A7

Monday, September 24, 2012

Dear Mike at Beyond Audio,

We are writing to commend you for the excellent service that you have provided to us in setting up a great audio and video system with options to add further utility features such as light and heat controls, etc. into our current system, should we decide to do so at a later date.

We were neophytes at learning about a centrally controlled audio/video system and we had a pretty conservative budget in mind. You were very patient in explaining what options were available to us within, below and above our budget level. You offered very good explanations of the electronics that we were unfamiliar with and did not mind re-explaining if necessary.

Once the system was installed, we have been really enjoying it. All systems require tweaking and some revisiting. Your staff has been incredibly responsive to all of our inquiries and requests for onsite visits to help us out with any issues that have occurred. Your staff is friendly, very helpful and accommodating.

We would like to thank you for the service that you have provided to us and would highly recommend you to others.

Sincerely,

Karen and Glenn Bucholtz