

April 23, 2008

Tom & Jean G

I'm writing to tell of our recent purchase of 3500 square feet of flooring from DB. Everything went smoothly, from the ordering to the delivery of our extensive order. My primary reason for writing though, is to tell you about the extraordinary experience surrounding the installation of our flooring - wood, tile, and carpet. Through a list of contractors, we found Jack King. Prior to talking with him, my husband and I had been very discouraged when we were unable to find people in various other trades willing to help us coordinate the materials available through DB with the installation of same. No one was willing to get involved before the ordering process, and instead, told us that we needed to be responsible for measuring, estimating and ordering everything. We were beginning to regret our membership. When I first contacted Jack King, he patiently spent 45 minutes on the phone with me, finding out about our needs and assuring me that he would take responsibility for the job, from beginning to end. To complicate things, our job was in Flagstaff, but this didn't seem to be an obstacle for Jack. I hung up, assured that we would be in capable hands. This proved to be one-hundred percent true.

When we first spoke, our home in Flagstaff was months away from completion, with unforeseen weather delays looming. During the ensuing months, Jack met with us, took measurements from our floor plans and gave us a detailed estimate. He communicated periodically, gauging the progress of our construction so as to schedule our job efficiently. Prior to beginning our job, he drove to Flagstaff, to be sure there were no surprises that weren't evident on the blueprints. When the time came to place our order, Jack supplied us with a detailed order form, complete with all the necessary elements we would need, down to the various glues and grouts.

He and his crew lived in our home for the two weeks or so it took to do the job, and were the perfect "guests", respecting our home and the community. They left our new home pristine. We enjoyed our relationship with his entire crew. The job they did was absolute perfection! The layouts of the wood and tile were creative and done in such a way as to make a dramatic statement. The guys installing the wood worked very hard to make certain elements of our great room stunning. They continually analyzed the best way to treat certain areas for the best visual impact. My husband and I could not be happier with the work Jack and his men did, and consider finding him through your list of contractors to be a stroke of luck. Jack will be a friend of ours for life, and we would be happy to recommend him to any of your customers.

I want you to know that finding Jack King is instrumental in our being pleased with being your member. I think that, were you able to convince more contractors to be willing to help your customers plan their jobs, you would be able to sell more merchandise. Had we found a Jack King among the contractors installing cabinetry, plumbing, or lighting, we would have purchased those items through DB also. No one we contacted, though, was willing to get involved at the beginning of the process, and we certainly lacked the knowledge and expertise to tackle the tasks of measuring and ordering materials.

Sincerely, Jean G