

To whom it may concern,

We wanted to add a design to the back of our counter for over 3 years. We are a retired couple with limited income. So for us to save over \$1000.00 for this project was not easy.

We had seen your company truck in our neighborhood several times. Recently you were at 1 Middle St Somersworth NH. So I asked Richard to do research on your company. He contacted you via email and you and Richard corresponded back and forth a few times. It surprised me that you were available so quickly. Jason came in and looked at the project. He stated it would cost about \$500.00 however, after he went to his truck to review the costs of the project he returned to the house with a price over \$700.00. We should have said no that the cost was too much and that is on us but we had been waiting a long time and again I thought seeing that several neighbors had used your services your company would be a reliable company so we said yes. I was again surprised that you came that Monday. (We saw Jason only a couple days before)

Jason came in with the carpenter and it caught me by surprise when he asked him if knew how to use a nail gun and he asked what it was (Jason used a different name but it was a nail gun). Jason brought the one he had in his truck for him to use. He used two nails and several on the trim work (which it did not need).

Richard and I were in the living room letting the man do the project. The carpenter spent at least 45 minutes total of the 3 hours he was here telling us about his sick daughter twice- how he bought a house and his projects at the house - his father-in-law who needed him for a church project. I am not saying he should not have had a light conversation with us but he was here to do a job.

Yes, I did write I would not hire you again as well as ignored your calls. I was angry about the job that was already falling apart and it was only one day. I did not want to say anything I would regret and not be able to take back. So it was a smart thing for me and you that I did not respond to you right away.

The joints were already popping out and the trim he left at an angle because he cut one of the boards longer than the rest. So instead of cutting the extra length he just put the corner piece on crooked. He glued some of the boards but not all and the glue was in globes not a smooth application so the flooring was not smooth and flat to the wall and therefore started to bow from the uneven glue that was applied.

We had the wood flooring removed and it just fell right off.

He was to put in a plug extender/adjustable electrical box.

He did not, he just pulled the plug out and screwed the cover to the wood flooring. Therefore exposing the wires outside the electrical box. This compromised the safety of the plug and exposed the wires and our safety.

Now we have to pay again and buy more flooring as well as pay to have someone fix the mess that was left behind.

I am not a person who will bad mouth you but if I was asked out right I would say that they should not hire your company. I was very stressed and had anxiety over this project for weeks now and felt I was in a better place to write this letter to you.

I do feel we were taking advantage of and I feel you owe us a refund for some of or all of what you were paid seeing we have to have the work done again. You have taken a dream of mine and created anxiety and stress which was not needed and not good for my health.

So I thank you for trying to fix the problem but if you read and understand what I am saying. I would not have you come back and make it worse or cause me more stress and anxiety.

Sincerely,
Richard and Susan Gagnon