

Mr. Dan Reed, Chief Executive Officer  
The Basement Guys Cleveland  
9221 Ravenna Road  
Twinsburg, Ohio 44087

Jean & Larry Capuzelle  
168 Harry Avenue  
Munroe Falls, Ohio 44262  
February 21, 2017

In regard:

Our special appreciation to the two Master Carpenters Eric D. Martin and Michael Boyd for the superb workmanship, professionalism, and work ethic demonstrated while transforming our sixty-seven year old basement into a basement remodeled creation worth showing off to our friends and family. The Basement Guys Cleveland completed our basement remodel job within ten business days. They have done a fantastic job.

Dear Mr. Reed:

The completion of our sixty-seven year old remodeled basement has exceeded any of our expectations. The craftsmanship and attention to detail and timeliness by Eric D. Martin and Michael Boyd was phenomenal. They truly are Master carpenters and work well together as a team.

The basement Guys Cleveland are very fortunate to have the two Master Carpenters Eric D. Martin and Michael Boyd in your service. They are polite, courteous, professional, and timely. They understand their job and communicate easily and effectively on a daily basis with their customer. Their actions demonstrate that they understand the true meaning of customer service and satisfaction.

Thank you for assigning Eric D. Martin and Michael Boyd to remodel our basement. The entire job completed has exceeded any expectations. They came to work treating our basement remodel job as if it was their own home basement remodeled. Eric D. Martin also facilitated as a job foreman to coordinate with the electrician, the delivery of products to the job site and cleanup and trash removal.

Both men tore down walls and gave a new appearance to our basement stairway and created two separate rooms out of one large room. They carried wall board down to the basement. They installed, mudded, sanded, and trimmed wall board. They made timely suggestions, installed many doors, painted the ceilings installed a warm masculine eye appealing floor. All that they have done adds value to our home.

We actually enjoyed them in our home on a daily basis when they came to work. They are pleasant, easy to talk too. They kept us informed of completed work and next day work. They shared fresh unique ideas for our basement living space. They completed the entire basement remodel in ten business days.

We can now confidently share our basement with friends and relatives. Please share a copy of this letter with both men.

Sincerely,



Larry & Jean Capuzelle