

Glenn Haste

European Windows
1230 Calhoun Road
Dahlonega, GA 30533

Dear Bernie and Christel

The European Windows which you delivered to my lot, back in January, 2001, have now been all installed, and all look very nice. I'm very pleased with their appearance and with how well they work.

You may recall that almost all the windows came with roll up shutters, for protection against hurricane damage, which is a hazard to be expected in this part of Florida. The shutters on the single windows operate with a strap, those on the double windows with a crank. There is also a large 'picture' window, 8 ft wide by 5 ft high, which was ordered with a crank operated shutter. After it was installed, we discovered that we could not use the crank on this window because it was so high and inaccessible. When I informed you of this, you suggested changing it to an electrically operated shutter. You did all the work of verifying that that change was feasible, of ordering the electrical parts to effect the change, and of finding a qualified technician to make the change. You even helped with the expense of the modification!

I know that you recognize how frustrating it can be in building a new house. I've certainly experience those frustrations! But I can say that dealing with you, in ordering and delivering the windows, and especially in dealing with an unexpected problem after the 'big one' was installed, has been one of the most pleasant parts in working toward a completed 'dream' home.



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