

May 4, 2017

Hardwood Floors by Manny

Dear Manny,

Initially, when you gave me your proposal to refinish/restore my engineered wood kitchen floor, we both agreed that because of the condition of the floor, the floor would be much better than it was, but not perfect. My wood kitchen floor had seen quite a bit of use and the finish was almost completely worn off. There were multiple stains and I felt the floor was beyond help. But, you reassured me that you could restore the floor to look very presentable.

Your expertise on how you would approach the floor refinishing made me feel very comfortable and I also felt your proposal was fair and reasonable. Once work started, I checked on the floor after the first coat of polyurethane and couldn't believe what I was seeing. The floor looked better than I could have expected. Once you put on the second coat, the floor looked like new.

What a surprise! You restored my kitchen floor to look like a brand new installation. You exceeded my expectations and I am so pleased with the results. I appreciate your hard work to make my floor look good again. I didn't think it was possible, but I get to look at the proof every day. Thank you for working your magic.

Sincerely,

Nadine Rouse