

June 24, 2008

Dear Leon,

I had every intention of writing you this week, but you beat me to the punch. I now stand firmly corrected--you and your employees have provided us with a music system we are all enjoying *tremendously* and that really is a lot of fun! The installers were on time, polite, efficient and knowledgeable. It was very easy to understand how the Niles system and the new keypads work. The information available makes listening so much more **fun**, I had no idea that my husband and I would so look forward to turning the system on. I added my new 80gb iPod with all my CD's and the kids are excited about pool parties using their own iPods. It is such a pleasure to walk over, turn the system on, and everything works *exactly* the way it should *every* time!

Best of all, the new remote controls for the t.v. system are GREAT! They are easy to hold, easy to read, and they make sense. They are not ridiculously fragile, and they make television watching and channel surfing totally fun! They are truly user-friendly and my husband, especially, looks forward to his time in front of the t.v. with the new remote. I would, too, if I ever got it away from him long enough to try it once in awhile!!

I really can't thank you enough. You can be sure that I already have let people know how pleased we are with Audio Advice. I told Brenda Bost, wife of Rex Bost who built our home, that you personally came over and took charge of getting us back on track. Jim, as always, has been right on the ball and aware of exactly where we are with the upgrade. Truthfully, the whole thing was his suggestion in the first place. My husband is so impressed that he already wants to discuss adding on to our system. Really . . . he would like to get our kitchen doubled up with the family room speakers, and also would like to purchase the remote control that you showed me. I can assure you that this is a complete turn-around for him, and he is now truly a "believer."

So you have, indeed, accomplished what you set out to do in your letter of three years ago . . . provided my family with a home entertainment system that is a pleasure to own. Thank you, again.

Sincerely,

Dori Witek