

fishfurniture@sbcglobal.net

From: "O'Connell, Ronda" <OconnellR@HitachiMed.com>
To: <fishfurniture@sbcglobal.net>
Sent: Thursday, March 03, 2011 4:16 PM
Subject: The Reason why I purchase furniture from Fish Furniture

Dear Dan,

I really want you to know why I have filled two homes with only Fish Furniture. It is without a doubt because of the incredible customer service you have created.

I purchased from you 15 years ago a Flex steel leather couch and love seat with reclining foot rests. One side of the couch's foot rest broke recently. I came into the Mayfield Heights store explained my problem, looked at other couch's because you and I were not sure that Flex steel would have the part after all this time. The next day one of the members of your staff called me and said that she called Flex steel they had the part all I had to do was pay for shipping the part to your store, which was only \$45.00. She continued to tell me that a contractor that works for you would make an appointment with me when the part came in and install it for only \$70.00 approximately.

For less than \$150.00 my couch is like new again and the solution came from your store. I did not have to research or find the answers myself.

To me and I am sure any other human being on the planet would say this was customer service and satisfaction at its finest.

You and your family have been in business since 1925 because of your high standards in customer care. I will never buy furniture anywhere else, I am sure I am not alone.

Thank you once again for a great job.

Ronda Chaney O'Connell

3/3/2011