

Phil and Kathy Helal
22162 Country Way
Strongsville, OH 44149

March 19, 2016

Fish Furniture
Attn: Jim Artwell
23770 Lorain Rd.
North Olmsted, OH 44070

Dear Jim,

Thank you for your excellent service during our search for a new kitchen table and chair set, and for the equally outstanding follow-up by you and your president when we expressed concerns about the Canadel table that was delivered to our house in February.

We have done business with Fish Furniture in the past, which led us to your store on Lorain Rd. Your patience in working with us on different options via review of floor sets and on-line was material to us being able to make a decision that day on a set that we liked – a table style that was on the floor, but in black. We placed our order and were very pleased with our decision.

When the furniture arrived, the delivery team (led by Tim) did a good job in setting it up. It was later that day, in a different light, that we noticed that there was a long indentation directly down the middle of the table. We called the store the next day and sent pictures for review by you and your colleagues. While we are familiar with the distressed look in furniture, it seemed that the mark on this particular tabletop was abnormal. You agreed upon review, and you and the management team were instrumental in getting us a replacement. The replacement arrived on 3/18 and it looks much better – more consistent with what we saw on the model in the store. The delivery team (again led by Tim) was prompt and quickly replaced the tabletop. They also tested the extension and made a minor adjustment to make sure that it fit properly.

We are very appreciative of your quick action and work with Canadel. Your action supports our decision to come to your store in the first place – quality products and service.

Sincerely,



Phil and Kathy Helal

PS: You were also was very accommodating to our restless 12 year-old daughter, who wasn't as interested in furniture shopping as we were!