



February 10, 2006

Dear Mrs Mrs Kern,

We are currently in the process of conducting a customer survey and would appreciate your comments and suggestions. We do have a special gift for you when you return the survey by Friday, February 27, 2006

1. What services did Conejo Window Tinting provide for you?

15 windows tinted

2. Please check the type of job site: residential commercial

3. What is the reason you chose Conejo Window Tinting?

Saw an advertisement & talked to sales rep

4. What are your prime reasons for needing window tinting?

too much sun in furniture

4. How did you hear about us?

#3

5. On a scale of 1 to 5, with 5 being the best, how would you rate our service? 5

6. Please share with us what you liked about Conejo Window Tinting and our products: customer service, professional installation, price, quality of workmanship, clean up, communication, guarantee, etc...

all of the above less excellent except...

7. Do you have any suggestions for improvement?

like myself hearing you come out to my home and save time - to confirm by phone the grade & color of film before installation

8. Have you ever referred Conejo Window Tinting to others? Yes No

If you said yes, we thank you.

9. Anything else you would like to add that we have not mentioned?

10. May we have permission to use your comments in our promotional materials? Yes

Your signature Mary Kern

Please return this survey to us by February 27, 2006 and we send you a special gift. You can fax it to us at (818) 706-0491 or mail it in the enclosed envelope.

Thank you,

Sue Theule