CLARK
RENOVATIONS INC

[redacted]

January 14, 2013

Dear Mr. & Mrs. Sargert

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: (1.) Based on our experience with the tile we ordered, I would double check on the actual layout + overall appearance of the finished product before ordering it. (2.) Charlie is a gem - skilled + easy to work with.

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

POLY-VU #PV119

Kam Company TORRANCE, CA 90503

CLARK
RENOVATIONS INC

[redacted]

February 4, 2013

Dear Mr. & Mrs. Denk

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

CLARK
RENOVATIONS INC

[redacted]

February 4, 2013

Dear Mr. & Mrs. McLaughlin

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: Thanks for "sticking with it" when we ran into problems. Dave is a super project manager.

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

AVERY™ PV119E

CLARK
RENOVATIONS INC

[redacted]

March 12, 2013

Dear Amy & Eileen Roach:

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: Clean up daily was beyond excellent!! Charlie was a great co-ordinator & leader of the project. Alan Duba's work was superior & he was a great communicator w/ good customer service skills

Would you recommend our company to a friend? ✓ yes ___ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

March 21, 2013

Dear Kelly Dembiczak:

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: Thank you! The work looks great!

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

March 28, 2013

Dear Mrs. Kelly:

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

K&M Division Terrance CA 90503 POLY-VU #PV119E

CLARK
RENOVATIONS INC

[redacted]

April 11, 2013

Dear Mr. Bichler:

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: NONE — VERY SATISFIED WITH THE CREW. AND THE WORKMAN SHIP OF THE SIDING.

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

April 11, 2013

Dear Mrs. Stabile,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

April 26, 2013

Dear Charlene,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Joanne Schreiber has already contacted your company.

CLARK
RENOVATIONS INC

[redacted]

June 10, 2013

Dear Mr. Smith,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?		X	

6. Any other comments/suggestions: There was one miscommunication - the team arrived w/o a call that they would be arriving. It all worked out well though and this issue was already mentioned & resolved. (over)

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

K&M Division POLY-VU
Torrance CA 90503 #PV119E

CLARK
RENOVATIONS INC

[redacted]

June 10, 2013

Dear Mr. & Mrs. Gallagher,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	____	✓	____
2. Was your salesman available when needed?	____	✓	____
3. Were the workmen neat and clean?	✓	____	____
4. Was the job completed in a satisfactory manner?	✓	____	____
5. Were your communications with the company handled satisfactorily?	✓	____	____

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

CLARK
RENOVATIONS INC

√

[redacted]

June 21, 2013

Dear Mr. & Mrs. Ontolchik,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	+		
2. Was your salesman available when needed?	+		
3. Were the workmen neat and clean?	+		
4. Was the job completed in a satisfactory manner?	+		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: Another fine job - Thank You

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

June 25, 2013

Dear Susan & Ruthann,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions:

Your company always exceeds our expectations

Would you recommend our company to a friend? ✓ yes ___ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

June 27, 2013

Dear Mr. & Mrs. Weber,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

July 19, 2013

Dear Mrs. Noelle Conover

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

July 19, 2013

Dear Mr. Don Keck

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	√		
2. Was your salesman available when needed?		√	
3. Were the workmen neat and clean?	√		
4. Was the job completed in a satisfactory manner?	√		
5. Were your communications with the company handled satisfactorily?		√	

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? √ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

July 19, 2013

Dear Mr. & Mrs. Pollack

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

July 19, 2013

RECEIVED AUG 1 2 2013

Dear Mr. & Mrs. Ryan

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

wilsonjones®

CLARK
RENOVATIONS INC

[redacted]

July 22, 2013

Dear Jay Descalzi

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was Steve your ~~salesman~~ helpful?	✓		
2. Was Steve ~~your salesman~~ available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

July 26, 2013

Dear Mr. McLaughlin,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: Jesse did a great job on our painting and paper.

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

July 26, 2013

Dear Judy,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: VERY PLEASED WITH ALL THE WORK YOU HAVE DONE AT MY HOUSE. DAVE WAS VERY PROFESSIONAL & EASY TO DEAL WITH.

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

August 8, 2013

Dear Mr. Ward,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

August 12, 2013

Dear Mr. & Mrs. Konar

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

C-LINE #62027

CLARK
RENOVATIONS INC

RECEIVED SEP 19 2013

[redacted]

September 13, 2013

Dear Barb Murawski

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

AVERY™ PV119E

CLARK
RENOVATIONS INC

RECEIVED SEP 17 2013

[redacted]

September 13, 2013

Dear Mr. & Mrs. Lockard

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

September 25, 2013

RECEIVED OCT 0 4 2013

Dear Mr. & Mrs. Kilzer

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: We are very pleased with our bathroom. We will use Clark for all our future work!

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

K&M Division Torrance CA 90503 POLY-VU #PV119E

CLARK
RENOVATIONS INC

[redacted]

EIVED OCT 0 8 2013

September 25, 2013

Dear Mr. & Mrs. Bower

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

October 18, 2013

Dear Mr. & Mrs. Boyer

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

October 25, 2013

Dear Mr. & Mrs. Potter,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

October 28, 2013

Dear Mr. & Mrs. Fascetti

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: Good work, thank you.

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

October 29, 2013

Dear Mr. & Mrs. Maurer,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: Good job as usual with many prior projects there.

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

November 8, 2013

Dear Mr. & Mrs. Hanson,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions:

You and all your people are always great!
Thank you again for a job well done!

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

Office DEPOT®

CLARK
RENOVATIONS INC

[redacted]

November 22, 2013

Dear Mr. & Mrs. Nissly,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to

CLARK
RENOVATIONS INC

[redacted]

December 5, 2013

Dear Mr. & Mrs. Welch,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	√		
2. Was your salesman available when needed?	√		
3. Were the workmen neat and clean?	√++++		
4. Was the job completed in a satisfactory manner?	√		
5. Were your communications with the company handled satisfactorily?	√		

6. Any other comments/suggestions: Soooo Pleased With The Renovations — Everything is Beautiful. Workmen were great !!

Would you recommend our company to a friend? √++ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them

CLARK
RENOVATIONS INC

[redacted]

December 6, 2013

Dear Mr. & Mrs. Kline,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?			
3. Were the workmen neat and clean?	✓		
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

CLARK
RENOVATIONS INC

[redacted]

December 13, 2013

Dear Mary,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	✓		
2. Was your salesman available when needed?	✓		
3. Were the workmen neat and clean? except for one day when sawdust blew into the living room		✓	
4. Was the job completed in a satisfactory manner?	✓		
5. Were your communications with the company handled satisfactorily?	✓		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? ✓ yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

K&M Division POLY-VU
Torrance, CA #PV115E

CLARK
RENOVATIONS INC

[redacted]

December 16, 2013

Dear Mr. & Mrs. Shanahan,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	**good**	**poor**
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?		X	

6. Any other comments/suggestions: Need more realistic time frame for job - instead of "8 days" it was more like 12 or so over 4 weeks.

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

December 20, 2013

Dear Mr. Oliver,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

_____

K&M Division Torrance CA 90503 POLY-VU #PV119E

CLARK
RENOVATIONS INC

RECEIVED JAN 1 3 2014

[redacted]

January 6, 2014

Dear Mr. Simon,

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.

CLARK
RENOVATIONS INC

[redacted]

January 6, 2014

Dear Mr. & Mrs. McNamara

Thank you for giving us the opportunity to serve you on your recent project. We appreciate your business and the confidence you placed in us. If we have failed to live up to your expectations, we hope that you will tell us why so that we can better serve you in the future. Any deficiencies, which your comments might reflect, will be corrected immediately. We are constantly seeking ways and means to improve the quality of our service.

Please take a few minutes to answer the following questions and mail in the envelope provided:

	excellent	good	poor
1. Was your salesman helpful?	X		
2. Was your salesman available when needed?	X		
3. Were the workmen neat and clean?	X		
4. Was the job completed in a satisfactory manner?	X		
5. Were your communications with the company handled satisfactorily?	X		

6. Any other comments/suggestions: _____

_____

_____

Would you recommend our company to a friend? X yes ____ no

Please list name and phone number if someone has indicated interest in our services. We'll be pleased to contact them.