

Steve & Ross Oglesbee

**327 Blueridge Road
Carrboro, NC 27510**

6/5/2003

Crystal Clear Pools
2412 N. Church Street
Burlington, NC 27217

Dear Dean and Michelle:

I received your invoice, dated 5/29/03, for the remainder of the amount due for the replacement of our pool liner, \$805.00.

There is no way that I am going to pay that amount!

What you have done for us over the years has given us fun and memories that are immeasurable and a price can't be put on that. The absolutely amazing initial installation in a space unforgiving of the slightest errors, (and the unforgettable pool blast that we still talk about and watch the video over and over), the advice, the quick and expert service over the years, the timely replacement of our liner this year – I could go on and on – all are worth way more to us than we could possibly adequately repay. On top of all that, Dean, you found and patched a leak for us a couple of years ago and never charged us for it, you repaired a damaged pool light this year during the liner replacement, fixed a place in our pool steps, replaced a pool light bezel, and replaced a damaged top to our filter control unit and none of that shows up on our invoice! You are one of those rare people in this world that charges way less than the average price for the materials, services, and quality you provide (in my opinion) and then gives more of your self and time beyond that at no charge! It may go unnoticed and unappreciated by some people but not by Ross and I.

The little bit more than what you have invoiced us for that I have enclosed is still in no way worth the care and service you and your company has given us over the years but is a small token of our recognition of your talent and integrity and is meant to show or grateful appreciation of what you have done for us.

Although we've indicated this before and written a letter of recommendation for your use to other potential customers, I want to again thank you and offer for you to use our pool as a visual indication of your work and to offer our deep appreciation and satisfaction as a testimonial for the phenomenal quality and value you, Michelle, and your company provides.

Thank you for all you have done and best wishes for a bright and successful future.

Best Regards,



Steve and Ross