

Dear Keith and Steve,

Hi, and Happy New Year to you and Hot Tub Haven. We have had our hot tub since August 2004 and feel it is important that you know how happy we are with our tub and you.

Since the beginning, everything you promised was done and done with courtesy and promptness. Each time that I stopped in with a concern or questions, you took the time to explain everything and also give me hints on how to enjoy my hot tub more.

We couldn't be happier with our purchase and your service.

Sincerely,

A handwritten signature in cursive script that reads "Deanna Cebulash".

Deanna Cebulash