

10321 Chalk Level Rd.
Gretna, VA 24557

Steve Norris
Keith Dooley
Hot Tub Heaven
Bridgewater Plaza
Smith Mountain Lake, VA 24121

Dear Steve & Keith,

We want to thank you for all you did to help us with the purchase and installation of our hot tub. We have really enjoyed using it this past winter and look forward to many years of use.

Keith was very helpful in arranging our financing, and in holding the order and arranging delivery when we were ready.

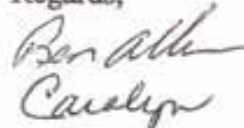
The tub was delivered exactly when it was promised.

A couple of days later, Steve came out and started with the installation. He had to run a new line from our electric box to the location of the tub, on the front porch. He had to drill through brick to get the line to the tub, and did an excellent job in placing this hole. It cannot be seen unless you know where to look.

It took a couple of days to complete the installation, then Steve filled the tub the initial time, added the first chemicals to the water, and patiently explained to us how to maintain the tub. We have had no problems with it since it was installed last October.

Thank you again for a job well done, and we would certainly recommend you to anyone in the market for any of the supplies and equipment you sell.

Regards,



Ben & Carolyn Allen