

From**Sent:** Thursday, October 09, 2003 6:38 AM**To:** rich@cartunes.com**Subject:** Nothing But the Best

Dear Rich:

Thank you for the supreme job you did on the stereo system in my '67 Chevelle. Not only am I thoroughly pleased with the performance, sound and aesthetics of my system, but I am extremely appreciative of the whole experience that I had while dealing with everyone at Rich's Car Tunes.

It was both comforting and encouraging to walk into your store and be received by the honest, attentive, and straight forward approach that you displayed. After your listening to my intentions as far as equipment and budget, you gave me a solid and thorough view of my options. Never did I feel a sense of pressure to go with anything other than what I wanted. Your ultimate goal was truly to satisfy me as the customer, bar none. This sense of integrity is commendable, especially in today's consumer driven environment.

During installation, I was thrilled to see that my vehicle was being handled and treated with the care and attention that, really, I would only expect from my own self. This care showed through from beginning to end, and from each person in your establishment. I was confident that the job was being done in a virtuous way by an impeccable installer.

Needless to say, I drove away from Rich's Car Tunes with a system that looks and sounds off the curve. In fact, come to think of it, I believe that my car even drove better when you were done with it! I'll be back with the next vehicle...and the next. Thank you again.

Happy Tunes,

Della Grallert
Watertown, MA