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April 19, 2002

Better Business Bureau  
2100 Forest Ave.  
San Jose, CA 95128

Dear Sirs:

I would like to make a recommendation for California Roll-Out Shelf Company and Jeff White.

I obtained a brochure at the Santa Clara Home show earlier this year and finally got around to having roll-out shelves installed in my kitchen. I called Jeff to come and give us an estimate and we set a time for 9:30 in the morning. He arrived right on time and took measurements and gave us an estimate. I called him back a few days later and said we wanted him to do the job. I asked him if he had to come back to check anything else and he said he didn't need to and the slide-outs would be ready in about 3 weeks or so.

I called to check and he called me back and we set up Tues. the 16th at 9:30 and he was here at that time and proceeded to install the slide-outs with no problems, and they all fit perfectly and he was all done in about an hour. The quality of the drawers is excellent and I'm very pleased with them. Jeff was very pleasant and seems to really know his business.

Sincerely,

*Patricia J. Sherman*

Patricia J. Sherman  
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