

In late October 2009, a pipe burst in our upper level bathroom, flooding a significant portion of our living space. The damage was immense, and after contacting our insurer and having professional water remediation, we began our search for the people that would completely re-build two bathrooms, repair walls and ceilings and replace carpet, doors and fixtures throughout our home. Our first thought was to call Alex Brogel, South Face, Inc. Our insurer also provided recommendations for other contractors, so we contacted several different contractors to get estimates and timelines for our project.

From the first day it was clear that Alex was simply in a different league than the other contractors. Alex's quote was far more professional, meticulous, timely and considerate of our needs than any other contractor. The choice could not have been easier.

Alex's performance throughout the project was nothing short of spectacular. In the planning stage, Alex repeatedly took the time to walk us through our options and make sure that we got the very best materials at a price that would fit our budget. Alex created an ambitious and detailed schedule that put completion weeks ahead of what other contractors estimated.

Alex used the very best subcontractors and supervised every detail of the construction. He was not satisfied with any result short of perfection, and he frequently would go back, recheck and retouch many aspects of the project to make sure they completely met his very high standards. Throughout, he was always professional, courteous and composed. He was always available to answer questions and was willing to listen to all of our ideas and concerns.

The results exceeded our admittedly high expectations. The construction was artistically done and flawless down to the smallest detail. In the end, the project was completed on schedule and on budget.

We have been very pleased with the project and South Face, Inc. We do not think we could find a better contractor, and we would recommend South Face to anyone looking for the very best.

Sincerely

A handwritten signature in blue ink, appearing to read "Charlie & Amanda J.", written in a cursive style.

Charlie & Amanda J