

April 5, 2013

Mark Fry
Owner/Artist
Museum Quality Restoration Services
31855 Date Palm Drive
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Cathedral City, CA 92234

RE: Oak Dining Room Chair Repair

As relatively new condo owners in Palm Desert, we purchased four used chairs from a consignment store in Palm Desert, that better matched an existing dining room table that was purchased with our condo. As mentioned to you, a "Gorilla" friend of mine completely broke the back off one of the chairs shortly after we bought them. Naturally he felt terrible about the chair, but in fairness to him, he does have a hip problem that no doubt contributed to the damage when he pushed away from the table.

I found your name on the internet, but, frankly, called a competitor first, mostly because we did not have Museum Quality Chairs and I was concerned about a Museum Quality Price. However, after four days, "the competitor" didn't even bother to call me.

Not only did you call me back later the same day that I called, you gave me a "rough price" by phone, which seemed reasonable, from my verbal damage assessment. Furthermore you offered to come to our condo later that same evening to look at the chair. Upon inspection, you found a second chair that had a loose back, so maybe the entire fault of the first chair breaking was not all due to my "Gorilla" friend. Off you went to your shop with both chairs.

Four days later you returned with two repaired chairs that look great. The price was still reasonable, the service was unbeatable, and "the competitor" still has not called. Plus, during the entire transaction, you had a pleasant smile on your face. From the book that you showed me, and the work that you did, you are certainly a quality craftsman that truly enjoys your work. I am thankful there are guys like you left in the workplace. Thanks for a job well done. You will have any future work that we might have.

Ed Ries

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