

Dear Columbine Personnel,

It is with immense pleasure that a testimony for your overall service is put in written word. The attention to detail, utmost focus on your customer's satisfaction, and the prompt delivery of a product that met the standard and soared beyond is greatly appreciated and well worth the expense put out for the renovation of my kitchen.

My residence is in a small, quaint town located in the Palmer Divide, Palmer Lake. The lodge-like home is difficult to decorate for it is an open space concept. Before the renovation, my kitchen was a "galley design." Fondly and with an open exchange of humor, the Columbine designers accepted my description of a "one butt kitchen." They readily understood my desire to expand to a more open spacious prep area that would accommodate more "butts." Actually, the designer who visited my home was most gracious when she said, "Actually Mrs. Russell, your current kitchen is more like a quarter bun kitchen." And, she was right! Her personable openness with me and the casual tone in our early stage of developing a rapport set a level of confidence that proved to be true throughout the design stages. Both she and the project manager, Chris, ever mindful of my desires and gave way in all choices to details that would best fit my needs and vision as the user of their design. Their details and meticulous execution throughout the project insured a new kitchen that would please. Their choice of cabinets, countertops, user spaces, and floor design was fantastic and met my specifications and beyond.

At each design stage and with each choice of new cabinetry pieces and the trimmings to match, the Columbine staff lavished their focus on me, their customer. They guided me toward selections that fit the design, the budget, and their customer's vision for a new kitchen. With the open concept design for the kitchen, they were true experts and chose wood and design that matched and enhanced the whole look of the great room.

Lastly, Columbine Kitchen and Bath were prompt with their delivery of a newly renovated kitchen. From start to finish, time frames were met and there were no delays. In keeping with their focus on customer satisfaction, the demolition phase of the project was orderly and done cleanly for the comfort of the customer. With each phase of the project, the clean-up was timely and done thorough.

It is with no reservations that I give a high recommendation for the Columbine Kitchen and Bath Company. My expectations for detail work, a product that met my vision, and a timely completion was certainly met. My new kitchen brings me great pleasure daily!

A satisfied customer,

SANDRA L. RUSSELL