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Dear Customer,

Thank you for the opportunity to introduce my company to you. I look forward to meeting you and to discuss your goals with your upcoming project! I strongly encourage you to come visit our design center – showroom, here in La Habra. It allows me the opportunity to show you the hundreds of decorative options that we have displayed here in the showroom. It also gives me a chance to show you our fabrication and Finish departments. When visiting our showroom, it will give you peace of mind, to see our facility, while viewing a job or two that we have in progress. It will definitely also help you gain confidence in Interior And Exterior Designs Inc. and will help make some of the important decisions that are ahead of you as decide which shop you'll be hiring to help beautify your home.

During your interview process, don't cut any corners; make sure you are diligent with your research. Here are a few suggestions that will ensure that you don't get hurt through your remodeling process. (1) Obviously they'll need to come out to your home to see the parameters, the area to be remodeled, see if they pick up on some of the details or character that your home already exhibits, so as to compliment some of the existing details, color tones so that there's continuity. (2) Again I believe that it is extremely important to visit the shop, so you can make sure that they do indeed have a shop and that there not just a broker. If they have a showroom you'll be able to see their quality first hand. You'll be able to see the quality first hand, touch the finishes, open and close doors and drawers. It is VERY important to invest the time to see each shops facility. (3) Ask for a customer referral list with phone numbers so that you can call there previous customers to see how they performed, with there creativity, quality, dependability and cleanliness. (4) Request that they help you set up and visit a few of their installed projects, again it's very important to see finished projects, I'd encourage that you look at and older project, not just a newer one, so you can see how the Finish work is holding up. To be in someone's home an experience the quality, or lack there of , or to be able to ask any question that you'd like is probably the most powerful way to weed through the shops that your interviewing. (5) Also, you should call the better business bureau and contractors state licensing board to see how clean there record appears, or that there even Licensed, as there are many contractors out there that aren't carrying all the legal documents that will ensure that your covered if something starts to go south or someone is seriously injured I your home . (6) Ask for up to date insurance certificates so that you don't find yourself with unexpected liability claims if there's an unfortunate accident.

Please review our enclosed material showing our current licenses, insurance and bond information. We have also enclosed a copy of our most powerful sales tool, our **"customer referral list"**. We strongly encourage that you contact some of our previous clients. Feel free to ask them any direct questions regarding our creativity, our sensitivity in getting there bids out in a timely manner. Please ask how our drafting department performed, did we bring fresh ideas to the table? Ask if our finish department was able to hit the desired color tones and how it's holding up to date? Ask if our installation department was reliable and on time, did they clean up at the end of each day, and job? Did our installers take pride and have the ability to make there experience with our company a positive one? Please ask them how we did, relating to the over all quality, craftsmanship, integrity. "These characteristics have been our back bone and has helped build and has labeled Interior and Exterior Designs Inc. as one of the "Premier Shops" In the O.C. and L.A. counties since 1984". In ending, ask them why they selected us and if they would use us again for there next remodel, or refer us to a close friend or family member?

You are also invited to personally view any of the work listed on our referral list. Our customers have previously agreed to allow any future customers to view their homes. Out of courtesy, we'd be happy to help schedule any appointments with these homeowners.

In this packet, you will also find some company flyer and Magazine ad or two. Please see more of our work that's posted on our website: www.InteriorAndExteriorDesignsInc.com. We do complete interiors, so you can get a lot of great ideas browsing through the web site for options in wood species, finish options, carved onlays and various design styles. We hope that you enjoy it; we are constantly updating it as we complete new projects throughout the year.

Please know that we take pride in executing with near perfection. We have artisans in each department, with dozens of years of qualified experience. Interior and Exterior Designs, Inc. has been satisfying our customers for over 28 years. 80% of our volume each year is repeat work from satisfied customers asking us to team up with them again and on other areas, rooms or there next home! We work out of an 8,000 s.f. facility in La Habra, which is where our drafting, fabrication and finish departments perform their crafts. We have not gotten side tracked with "blow and go" quick money production approach that so many other shops have taken. Interior and Exterior Designs, Inc. is unique in the desire to maintain the old school, elegant old world quality and craftsmanship that has carved it's name into the wood working industry, as one of the premier shops in the area!

Thank you again for contacting Interior and Exterior Designs, Inc. We truly look forward to meeting with you to discuss your project and to ultimately add your name to our list of over 4,000 satisfied customers.

Sincerely,

Leon Williams,

Owner, Designer, Engineer, Project Manager.
Interior & Exterior Designs, Inc.