

March 9, 2000

**“WITH PERFECTION”—A JOB TO BE PROUD OF**

Over two years ago a friend referred us to “With Perfection”. At that time Rudy Romano tiled our kitchen floor. After seeing the marvelous job that he did we knew if we ever needed tile work again, Rudy would be the man.

We have just recently gutted our bathroom out and Rudy has re-tiled the entire room. Rudy is a one-man team who foresees the job from beginning to end. It seems to be a work of art for him as he takes much pride in his work. He is very dependable, honest, and very personable. He had given us ideas that we had never knew existed. By having “With Perfection” do our work we know that we have received quality work and the end result was an excellent job well done, that both Rudy and we being the homeowners are very proud to show off.

Rudy is very skilled in his work and one who cares about the end result. We highly recommend “With Perfection” and are certain that if you choose them you will be an extremely happy customer. If you have any questions please feel free to call us at (██████████).

Sincerely,

*Marcia + Bob* ██████████

Marcia and Bob S ██████████

JOSEPH AND DAWN [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

September 8, 2000

Mr. Rudy Romano  
With Perfection  
Walnut Street  
Farmingdale, NY 11735

Re: [REDACTED] Ceramic Tile

Dear Rudy:

We wanted to drop you a note and express our gratification of your outstanding work of laying down our ceramic tile in our kitchen. We were extremely satisfied with your honesty, professionalism, courtesy and timely services. You called and were at the job when expected, you cleaned up after the job and most of all your craftsmanship certainly shines through on our floors.

You came highly recommended to us and we shall continue to recommend you to family and friends.

Thanks again.

Very truly yours,

*Joseph and Dawn [REDACTED]*

Joseph and Dawn D. [REDACTED]  
Extremely Satisfied Customers

cc: Central Tile



April 10, 2000

We recently had Mr. Rudy Romano install a ceramic tile floor for us. We are delighted with the results. His work is done with pride and the end result shows it.

If you have Mr. Romano install your floor, you have chosen the right man for the job and you will be just as pleased with the results as we are.

Sincerely,

 [Redacted]

Mr. & Mrs. Frank [Redacted]

[Redacted]

[Redacted]

Mr. Charles R [REDACTED]  
[REDACTED]  
[REDACTED]

August 9, 2000

*With Perfection Marble & Tile Installation*  
*105 W. Walnut St.*  
*Farmingdale, N.Y. 11753*

Dear Rudy:

We're about to finish our fourth tile job with you and I wanted to let you know what a pleasure it is to work with you. As you are aware we have used a number of contractors over the years for plumbing, construction, lighting, etc. Most of the time it's a problem: phone calls are not returned; workers don't show up when expected; they're sloppy or the work is mediocre.

When it comes to Rudy the tile man it's a whole different story. You're incredibly reliable, friendly, neat and above all, a true craftsman.

I know this will sound crazy but I can't wait for our next project together and you can count on me to recommend you to anybody looking for a tile professional.

Best regards,

A handwritten signature in cursive script, appearing to read "John".

Dear Rudy,

August 29, 2000

I would like to thank you for the beautiful den & bathroom you have given us.  
We will enjoy your work years to come.

Your work shows your artistic ability and perfection.

We really appreciate your creativity.

It is always a pleasure to be able to work with you easily.

Thank you for all your hard work and cleanliness from start to finish.

We will be looking forward to having you come back to design more work for our home.

We are truly sorry for the loss of your dear friend. It was tragic. Thank you for being able to finish under the terrible conditions.

Best of luck in all you do!

Sincerely,

Michael & Mary [REDACTED]

& Family



November 18, 2003

To Whom It May Concern:

Rudy Romano is one of a dying breed- a true craftsman who takes great pride in his work. When a homeowner is faced with the insurmountable task of contracting their own project, as I chose to do, you can only really use those few people that have been recommended to you by someone whose opinion you trust. If you speak to anyone who has done a home improvement you invariably hear of horror stories that range from exorbitant prices, unmet deadlines, and poor craftsmanship. Not so with Mr. Romano- he quotes his price, stays with it ,makes sure you're aware of all aspects of the job, and answers all questions patiently and respectfully. As a woman, with a somewhat limited knowledge of construction, I felt very confident that Rudy would solve my particular problem-a very uneven floor that others had opted not to tackle! The floor of my great room (formerly kitchen, dining area, and den) is absolutely spectacular. Although my project is not yet finished, I think the beautiful porcelain tile floor will be the best "wall" in the large (550 square feet) room we created. I would also like to commend "Tile It" -the store Rudy sent me to for purchasing the tile. Fernando and Isabelle took a great deal of time with me and I ended up with an amazing result. Rudy takes great joy in doing his work well. If you want to invest wisely, I believe Rudy Romano and his company "With Perfection" need to be a part of your blueprint for success!

Sincerely,

*Marianne A. [REDACTED]*

Marianne A. [REDACTED]



Diane [REDACTED] & Theresa [REDACTED]

[REDACTED]  
Glen Cove, NY 11542

June 7, 1999

Dear Rudy,

Your work on our bathroom and kitchen has been excellent. Everyone who comes into our house compliments the job you did with our hand-made tiles and custom mosaics. We know that installing these materials took patience, skill, and extra care, so it is with great pleasure that we recommend you to our friends and your own future customers.

Your expert craftsmanship and artistry truly produces work done "With Perfection," as your company name states!

Thank you.

Sincerely yours,

*Diane & Teri*



June 14, 1999

With Perfection

Rudy -

It was a pleasure having you install the ceramic tile floor in my kitchen.

Your professionalism, expertise attention to detail, neatness and pride in your work was very much appreciated.

Enclosed are some photos that I promised to send you. Sorry it took so long. The film sat in the camera awhile.

Thanks again for a beautiful floor

Adrian [redacted]



[REDACTED]  
[REDACTED]  
No. Massapequa, N.Y. 11758

Attn: Philip,

Nov. 25, 1996

I am writing this letter to thank you personally for recommending Mr. Rudy Romano to do my bathroom. I had a very serious situation. The floor in my bathroom fell to the basement due to wood rotting from water. After purchasing the tiles through your company, Rudy came to my house and gave me a reasonable price to deal with and he gave me a new subfloor. He laid down the tiles the way they should have been years ago.

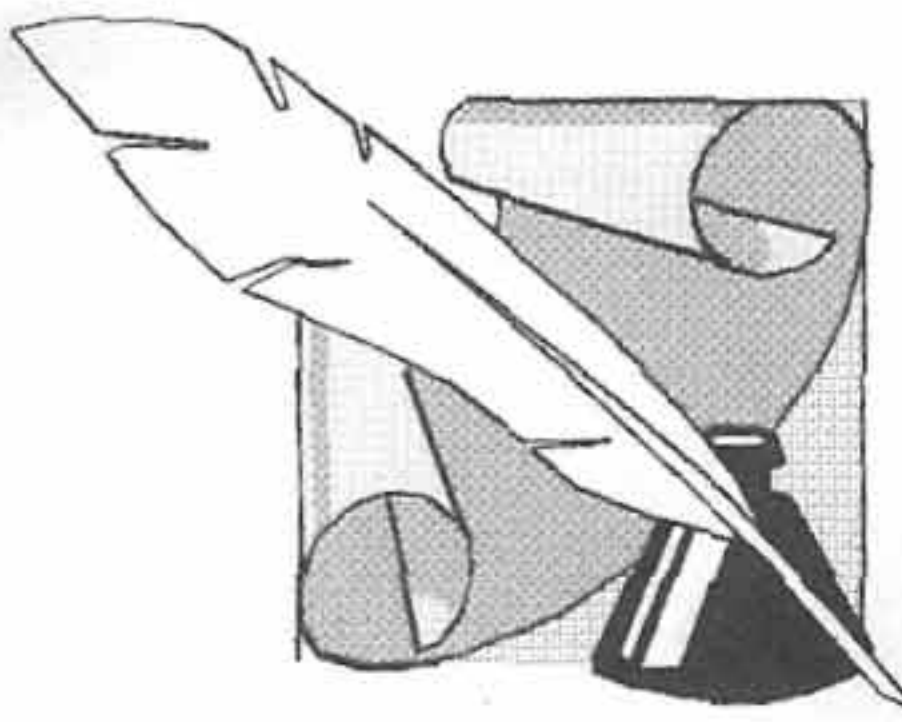
His job is exquisite, he gave me a beautiful floor and what a great job. My bath room is so elegant now. He is very serious about his work and I was very comfortable with him in my home. His friend Phil is a plumber and he came over and Mr. Romano explained how the heating vent could come out from under my new vanity. I now have heat coming from the bottom of my vanity instead of hitting the side of the vanity.

Once again thank you for referring him to us. I shall always keep his business card on hand. I will refer him to my friends with confidence.

Sincerely, Debbie N [REDACTED]

*Debbie N [REDACTED]*





From the Pen of  
Judith [REDACTED]

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March 21, 1995

Dear Rudy,

Our home improvements are finally almost finished and I wanted to take a minute to thank you for the fantastic tile job that you did for us. Every time we exclaim how much we love the floor, or others come to visit us and compliment its beauty we say how happy we were with "our tile guy Rudy." I think it is time to pass the compliments on to you because you truly deserve them.

One of the things I tell my friends is that now, all in the same house, we have a bad tile job which was done by a carpenter, a good tile job which was done by some other tile man and **a great tile job which was done by Rudy**. I think the fact that you call yourself "*with perfection*" is truly fitting because I watched you do this work from beginning to end and it was very clear to me that "just OK." is not good enough for you and you give the job as much as it takes to keep it to your perfect standards.

Rudy, your workmanship was important to us and that is one of the reasons we gave you the job but there are some other things we would like to thank you for. Having had a lot of different workers in our house over the last year we have put up with all sorts of personalities and work habits. Rudy, thank you for being the kind of professional that it is no burden to have around. We appreciate the fact that you were **always on time**, that you **cleaned up after yourself**, and that **we could trust you and your crew**. It is not easy to have people working in your house day in and day out but your respect for our schedule and family made a big difference. Certainly when you are paying someone to do a job you can demand these things but it is much nicer when they just happen and that was the case with you.

**Thanks again for a fantastic job!**

Sincerely,

Judith

Judith [REDACTED]



DEAR MR Rudy Romano:

Sept. 28. 94

With The Ever Escalating, Number of complaints with CONSUMER AFFAIRS, AS WELL AS ALL THE HOMEOWNERS HORROR STORIES, MY RELUCTANCE TO HIRE SOMEONE TO WORK ON MY HOME BECAME A HUGE BURDEN.

When you 1<sup>ST</sup> CAME TO MY HOME TO GIVE ME A FREE ESTIMATE, I MUST ADMIT I WAS VERY SKEPTICAL ABOUT YOU. AFTER SEEING HOW YOUNG YOU WERE. HOW MUCH EXPERIENCE COULD YOU HAVE AT SUCH A YOUNG AGE? I DID PROCEED WITH THE CONTRACT AND THE WORK. FROM THE MOMENT YOUR WORK COMMENCED I KNEW I HIRED A TRUE PROFESSIONAL WITH A TALENT THAT HAD TO BE SEEN TO BE BELIEVED. YOUR CRAFTSMANSHIP REFLECTS THE PRIDE YOU TAKE IN YOUR WORK AND THAT IS WHY YOU'VE BEEN CALLED BACK TO MY HOME FOR MORE WORK.

I AM SO LUCKY TO HAVE COME ACROSS YOU & I WOULD RECOMMEND YOU TO ALL. I'D EVEN WRITE IT IN MY BLOOD. AS EVERYONE OF YOUR PAST CUSTOMERS KNOW AND TO ALL POTENTIAL CUSTOMERS IN YOUR FUTURE, I SAY YOU ARE IN THE HANDS OF A PROFESSIONAL WITH UNEXHAUSTABLE AMOUNT OF CRAFTSMANSHIP, TALENT AND ARTISTRY. THIS IS DISPLAYED IN ROOM AFTER ROOM IN MY HOME

POW \* MIA



November 30, 2004

Mr. Rudy Romano  
With Perfection  
Marble, Tile & Granite Installation

Dear Rudy,

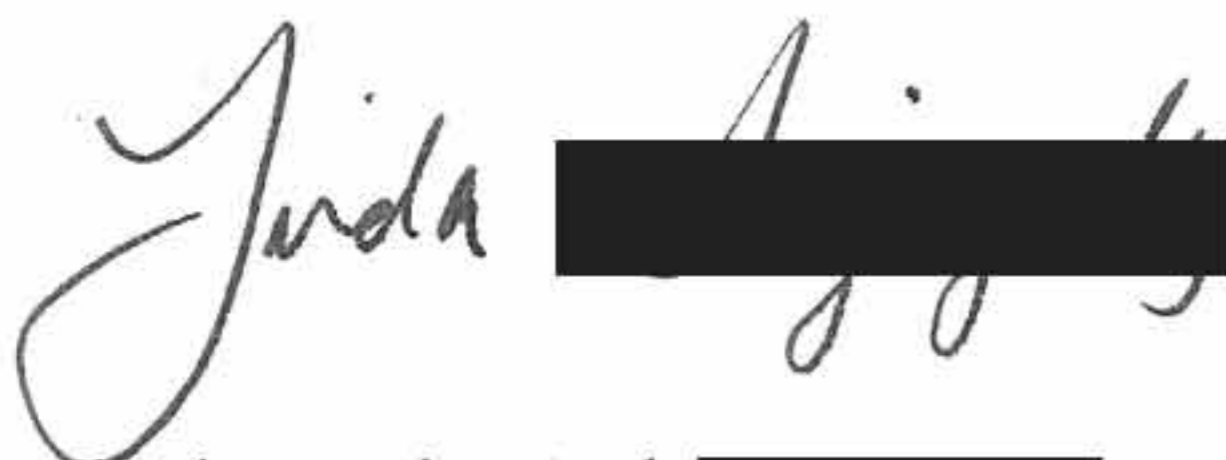
Mark and I just wanted to say thank you for the fabulous job you did in our kitchen and hallway.


We got lucky when we stopped in Tile It in Massaspequa. Fernando the owner was very helpful in picking out the tile. Fernando strongly recommended that we do a mud job. My husband was a little apprehensive at first but after talking to Fernando we decided to do the tile in mud.

Fernando said that you were the best mechanic and that your work was superb. My floors were very uneven but not anymore thanks to your great craftsmanship. I will definitely recommend you to anyone who is doing tile work.

Thank you!

Sincerely,

A handwritten signature in cursive script, appearing to read "Linda and Mark", followed by a black rectangular redaction box.

Linda and Mark   
Massapequa Park, N.Y. 11762