

**Stephen & Lori Morton  
36 China Doll Court  
Durham, NC 27713**

September 12, 2008

Mr. Ed Hughes  
Crossroads Appliance Center  
P.O. Box 350  
Supply, North Carolina 28462

Re: Morton Refrigerator Purchase

Dear Ed,

As I mentioned to you on the telephone I wanted to write you a letter of appreciation for your excellent service to us in our time of need over the Fourth of July week-end when we found we had no refrigeration. Upon arriving at our home on Holden Beach we found that our existing refrigerator was failing and would be too costly to repair further, but when I called your store you were able to help me immediately with the type and size of unit that was just perfect and I literally bought our refrigerator site-unseen.

To refresh your memory, we arrived to our home on Holden Beach to find that our refrigerator was not working and was dying a slow, but steady, death and we had a house full of family for the holiday week-end. As you know when you have people in for a holiday you are at maximum capacity for food and drinks, etc. and we were no exception.

In the beginning I called several repair companies both on and off the island and their level of help and attitude was less than cooperative with the exception of one gentleman that came to the house to give us the bad news, our refrigerator was terminal – WE NEEDED TO REPLACE IT.

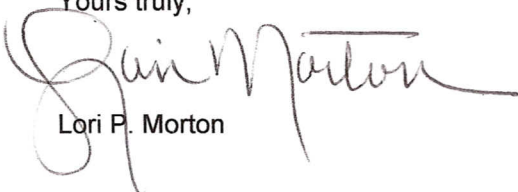
That is when I called Crossroads and received nothing but good service with a quick response on the phone, "you had the refrigerator in stock and on the floor". Not only did you have the perfect fit, but it was stainless steel, had all the features we desired, the price could be reduced because it was a floor model and you could delivered the same day. Wow, that was impressive!

Your delivery guys arrived with the new refrigerator in the timeframe you told me on the telephone, they were really helpful and fun to work with and on top of all that they were so careful not to damage any walls, cleaned up spills, and were in and out in a short time.

I write you this letter to say thank you. Thank you for your very helpful manner on the telephone during my time of frustration and need. Thank you having the perfect refrigerator and thank you to the two young men that delivered and set up our new refrigerator.

You were all great and I wanted you know how much your help and attitude was appreciated.

Yours truly,



Lori P. Morton