

Pat Kratsch
943D Avenida Majorca
Laguna Woods, CA 92637

April 23, 2010

To Whom It May Concern:

I am very happy to write a recommendation for OC DesignerSource.com. A friend recommended OCDS to me last year when my neighbor and I decided to look for new flooring. We had been looking around for awhile and were getting more and more confused. We were trying to decide between laminate and hardwood.

I called OCDS, explained the situation and was totally pleased with the resulting encounter. Michele Wiemann and Michele Preston became our main contacts (I will refer to them as M&M). They asked lots of questions and then offered to come to our homes and take a look around so they could get an idea of our taste and décor. We took them up on the offer. After visiting both our homes they invited us to a flooring showroom that had an amazing selection of laminates and hardwood.

When we visited the showroom M&M educated us on woods and laminates giving us the pros and cons on both. Having visited our homes in advance they was able to steer us in the direction of samples that they thought would fit our individual taste. We picked out several each that we liked and they offered to bring large samples to our homes so we could get a better idea of how they would look with our furniture. We jumped at the offer and later that week they arrived with the samples we picked, as well as some they thought would work for each of us. Believe me they have an eye for what works! After all the weekends we had spent looking at different places, within a half hour we had both made our choices.

M&M handled every detail in an extremely timely and professional manner. Every promise they made concerning timeline, coming out with the floor installers on the first day, checking in at the end of the day, and coming out the second day when the job was finished to ensure everything was done properly, was most appreciated. They did not miss one detail. The floor installers were terrific. They told us in advance what they would be doing, how they would be doing it and how long it would take. They were very polite and professional and did not leave a mess behind. My neighbor and her husband are just as happy with their flooring and mention it to me frequently.

I would highly recommend OCDS to anyone. They are a breath of fresh air!

Sincerely,

Pat Kratsch