

July 11, 2002

Dear Mr. Leahy:

We recently completed the total renovation of the kitchen in our Manhattan apartment.

Before purchasing any of the appliances, I obtained price quotes from several dealers, including discount ones. Then we went to Atlantic Appliance on a Saturday in January. Though we did not have an appointment, we were extremely lucky to be helped by Bill Hriskonich.

Bill was extremely knowledgeable about all the makes and models of ranges, refrigerator/freezers, wine coolers, dishwashers and microwaves. Our selections were made far easier by seeing all the models on the floor. The prices he was able to give us were lower than I had been able to find elsewhere.

Our initial order was placed at the end of January but we called Bill practically daily for the next three months. He was always calm, reassuring, and immediately solved our problems. Here are a few examples: the 48" GE Monogram refrigerator/freezer, after three tries, could not fit in the elevator of our building (we relied on dimensions provided by the building superintendent); then it took two tries to get the 48" Sub Zero in; he was given misinformation about the trim for the Best hood; the microwave was too big for the space created for it; our contractor required frequent re-faxing of specifications for each appliance; the Sub Zero wine cooler and then the Miele dish washer were not installed correctly (plumber's mistakes) so Bill had extra parts shipped the next day to us, etc. etc. We also ordered an air conditioner from Bill.

As good as your store is, the value added by Bill is why I recommend him and Atlantic Appliance to everyone who'll listen.

Sincerely,

Mrs. W.C.
New York, NY