

**June 20, 2007**

**To: Mike Bowman, President & The Dream Team  
Dunedin Refrigeration**

**Fr: Darice & Stu Shein**

**Dear Mike & The "Dream Team" -**

**Last month you sat at our table, having a cold drink and telling us about your company and why we should obtain the 3 - 5 ton air conditioners from your company.**

**Owning 2 corporations and coming from 5 years in the NBA, I like to think we know how a great team sets one company above the others.**

**You led us to believe that your company prides itself on service and that we, as a consumer, deserve the best.**

**Yes, we signed a contract and then we had only hoped, as we all do, that we did the right thing.**

**Three days later when your "dream team" arrived - and lived here the next 2 plus days - we knew we did the right thing.**

**Not only did "Mike the Coach" show up 4 times in those 2 days but your team has been back here with smiles - to make every last detail perfect.**

**We paid your company a lot of money but it was us that received the real bonus.**

**We could have not received better quality service from the**

**“Dream Team” of your profession - and for that we truly thank you.**

**You delivered exactly what you said and truly care that we, as the consumer, are 100% satisfied.**

**We would not hesitate to tell our friends - if they want the very best - they need only call Mike and his Dream Team.**

**Please thank each of them for us - making us feel very special.**

 