

Kevin T Collopy
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General Manager
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Hello,

I wanted to take a moment to compliment your staff as well as the independent contractors whom have the opportunity to work with Carpets Plus. I am currently in the process of relocating due to a job change and needed to finish some home improvement projects and also replace some carpeting. I came into the store and was immediately greeted by Jim Lilyquist who was able to understand my needs and helped me select an appropriate and quality carpet.

I shared with Jim some of my additional needs, which including installing about 60 square feet of tile in my front entry way, in a space with limited room for floor rise due to the doors, and also some base board replacement. I also was looking to install a wood transition between the carpeting and the tile on my floor. Initially Jim offered a plastic transition to help save money, and I had expressed a desire to keep a "classy" appeal. When he arrived to perform measurements (he was early which was greatly appreciated) he looked at my space and commented that a wood transition was a superior selection that plastic would create a less desirable appeal. Additionally, Jim took the time to identify an appropriate product that would help meet my tiling floor needs with the space limitations. When Jim called me back with a cost estimate, and I was ready to move forward, he encouraged me to take a day to consider it as well as any other estimates to make sure I made the best decision for me; I stayed with Carpets Plus.

My unique project needs could not be 100% met by Carpets Plus; Jim identified an independent contractor, Mark Ponczoch, who Jim said would be able to meet my needs and do a great job and be able to work on my projects in addition to the carpet installation. Mark and his brother completed the project and by far exceeded my expectations. They were prompt and professional, constantly were cleaning up after themselves and kept any messes as small as possible, and took the time to personalize the project and go the extra mile. The identified ways to help take extra steps to not just get the job done quickly, but excellently too. Mark took the time to explain unique steps in the project, and why there were a better alternative; when something didn't match perfectly, they helped to make floor parts match better.

My entire experience with Carpets Plus and Mark as independent contractor were beyond any expectations I may have had. Even though I am leaving the area, I do have many friends whom I would recommend to use Carpets Plus without hesitation. I hope Mark continues to work with Carpets Plus for many years!

Sincerely,

Kevin T. Collopy, BA, FP-C, CCENT-P
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