

I am writing to commend you for EXCEPTIONAL customer service.

I ordered two Big D Cotton Duck Sheets from you via your website on a Sunday. On Monday you telephoned me (I thought you were closed on Monday!) to reconfirm what colors I wanted, and to tell me that you could ship that day, and my sheets would probably arrive by Friday if shipped UPS Ground (instead of the two day air I offered to pay for). My sheets arrived in perfect condition, just exactly what I wanted, on *Thursday*, a full day earlier than you predicted.

I love using this particular Big D sheet, which has been discontinued by my local tack store. Two other Internet sellers have offered me substitutes and excuses as to why they can't get the Big D sheets. I was really getting frustrated.

You have my permanent Big D business. I am planning to order a couple more of these sheets very soon, and I'll also be getting another All American stable blanket later this winter.

Thank you again for your exceptional customer service!

Sincerely,

Lisa B