

June 9, 2009

To whom it may concern:

In February of 2009, we purchased a house of nearly 100 years old. During the renovation, we discovered a significant defect in our floors. The floors were extremely out of level, to the point of nearly 5 inches. We initially entertained the idea of a conventional floor leveling material such as “gyp-crete” or concrete, until we met a DARO Flooring Systems Inc. sales representative at the National Home Show.

After learning about the product, DAROTopp[®], we were instantly impressed. Though significantly lighter than the other materials, this product was able to be installed over several inches of polystyrene insulation to minimize the overall thickness and weight of the topping, which was a more cost effective strategy, and it had the added bonus of significantly reducing sound travel between floors.

With every project issues can arise. We had many challenges and delays leading up to the installation of our floor system. The DARO team accommodated our schedule changes and took ALL necessary steps to ensure our satisfaction.

DARO Flooring Systems Inc. has a superior product and exceptional customer service. We are extremely satisfied and would highly recommend the use of this product.

Sincerely,

Dawn and Matthew Spironello
Toronto, ON