



Serge Begin  
3850 Chauveau, QC  
G1C 1A1  
September 12<sup>th</sup>, 2012

MS3  
P.O. Box 1066  
56 Mead Street  
Leominster, MA 01453

**Subject: Quality of MS3 Surface and Service**

Dear Chris Housser,

Most people think sport tiles are all the same but when you use them daily as we do for our league play at our facility 7 days and 7 nights a week, all year round, not all of them are the same.

I want to point out that we chose your tiles over the competitors for the simple reason that we hoped that a more rigid and durable made tile would stand up to both ball hockey and roller hockey demands. We were right. Not one single incident was reported in the first year of play...not one tile was undone or detached. MS3 tiles have met and surpassed our expectation.

The installation went smoothly and finished on time as planned. Furthermore, your staff showed us how to install in case of needed replacement in the future. The tips and advice were all well appreciated.

While we appreciated the competitive pricing and service...we must say that the number one factor that made us buy from you was the quality of the tiles. We are now convinced after our first year of operation and having had other leagues (from other cities) confirm this to us after our national events, our surface ranks top degree of satisfaction for competitive play!

Thank you MS3, we do look forward to more projects in the near future.

Sincerely,

Serge Begin  
Owner at DDLIC  
418-407-4466