

Harley Anderson and the Versatile Team-

I am writing to thank you for the spectacular new roof and for the service that made the experience a pleasure. We were made aware of Versatile and your high quality work by friends and neighbors who had done business with your team in the past. They were all happy with the experience and proud to show off the results.

Our family's project began when we were negotiating to buy our new home. Your team came out to the house to inspect the roof and make a recommendation for us as potential buyers that we replace the existing shake because of its age and dilapidated condition. We were made aware that we could save a significant amount on the job if we committed to the project before the suppliers raised material prices in the following months.

What followed was an informative and simple process for organizing the project. We were delighted to learn about the various products available in your convenient showroom. This was a real comfort for us laymen, who don't know about roofing materials, as we could be sure we'd seen all the alternatives and selected the products right for our home. When the installation began is when the Versatile team really distinguished themselves. The project lead was informative and willing to explain the roofing process and future care concerns. Your crew was clean, fast, and unobtrusive. When I nitpicked about a highly visible corner of the roof that looked a little funny, you sent out a carpenter to fix a rotted 2X4 that wasn't even part of the roof and probably not in the scope of Versatile's responsibility.

So, thank you Harley and team. Our roof looks great and the compliments are rolling in. We should be good for another 50 years. Let it rain.

Eric Knapp, Amy and Isaac Knapp
Kenmore, WA