

November 26, 2019

SynLawn
8001 Edith Blvd. NE
Albuquerque, NM 87113-1432

Dear SynLawn –

Thank you for the great job your team did on the recent remodel at our home. Our front and side yard, sidewalk, and porch are beautifully restored and improved. The overall experience from beginning to end was well orchestrated.

We met Jennifer at a home show at the ABQ-Expo fairgrounds. She explained the features of various synthetic lawns, provided us with literature and product samples, and helped us greatly narrow our choices from the large variety of options at your product's web site. She also explained that your company was capable of more than just synthetic grass, and we appreciated the ability to pursue a fully integrated remodel via a single contract. Later, she introduced us to your showroom and provided initial comparative product pricing and specifications. She was very helpful answering general questions and coordinating the additional contacts to initiate your services.

Dan did a fine job working with us on a full design. He listened to what we wanted and provided several design options and cost estimates for our selection, including light modifications to the final design. He was very responsive to emails and calls and visited us on-site at our home more than once to ensure our needs were met and that our product selections from the catalogs were correct. He even gave us some extended design ideas and rough estimates for our back yard - we hope to pursue those options perhaps next year. Dan provided us with the actual work contract and was careful to explain the content and ensure our full understanding prior to commitment.

Baca's Trees performed well in removing a street tree in preparation for the SynLawn team's installation. Their pre-work site visit, walk-through, discussion of needs, estimating, and scheduling were professional and clear. The work was quick and clean.

Armando and his installation team provided good trades craftsmanship. They performed a pre-work site walk and discussed their strategy for installation based upon Dan's designs, including addressing our concerns for protecting our existing tree. The team did an efficient and clean job removing old landscape materials, preparing the under-surfaces for installation, and installing the complex materials including geo-barrier fabric, gravel, pavers, and the SynLawn. The team was capable of making good site adaptations where needed, and discussed any minor variations with us before proceeding. They did a great job of eliminating a potential trip hazard by lowering and ramping the sidewalk entry, and skillfully cut and blended the pavers for the challenging arched and angled patterns on our sidewalk and porch. Care, communication, and cleanup were great, and the result has been a wonderful improvement which we greatly enjoy.

Several neighbors have asked about the installation and noted the fine appearance. I took the 1 SQFT sample of the "Meadow X47" to work and showed fellow employees the advancements in the synthetic lawn technology which they found amazing. We have referred these people to you and will continue to do so when asked. Thank you for the fine experience and we hope to see you again for future services.

Regards,
Jon & Denise Eberhart
8012 Argyle Ave, NE
Albuquerque, NM 87109

