

April 23, 2007

Mr. Rudy De La Paz
Cedar Mountain Builders

Dear Rudy,

Pam and I just woke up to a light dusting of snow on our doorstep after our first night in our new cabin. The feeling of pride and the satisfaction of ownership are beyond description!

We want to thank you and the rest of your outstanding crew at Cedar Mountain Builders for helping us make what was once just a distant dream become our reality. Initially, it was our hope to build a small retreat in southern Utah to relax, unwind and enjoy the sights and sounds of Mother Nature. What we ended up with far surpassed anything we had ever thought possible.

From the time of our first meeting to discuss building our cabin and throughout the construction phase I was very impressed with what I came to view as the "Rudy Principles". Those were the basic rules of behavior that that you worked by and that you demanded of your crew:

1. *"I work for you."*

You made that statement at our first meeting and you never gave me any occasion to think any differently. Your approach that the "customer is always right" made for a very comfortable working relationship although I viewed that relationship as more of a working partnership. It also introduced Pam and myself to a new friend on the mountain.

2. *"Keep your word."*

If you said you would do it, you did and you did it better than promised. You kept your word and honored what you said you would do. That is a rare commodity in today's world.

3. *"Trust my experience."*

The experience you've gained, in the past 15 years, of building dozens of cabins in the Cedar Mountains was invaluable to us. We incorporated many of your suggestions into our cabin, enhancements we would never have thought of. We have a cabin that we are truly proud of and love to show off to family and friends.

4. *"Price is what you pay; value is what you get."*

There is a dollar cost to everything in life and we know that we already have an ample return on investment. However, in our case the real value that we will receive from this cabin will be in the form of future get-togethers with family and friends. The real return on our investment is.....PRICELESS!!!

We can't thank you enough for incorporating the "Rudy Principles" into the building of our new cabin and for making this a pleasurable experience. Pam and I look forward to many more nights sitting on our deck and listening to the rustle of the aspens.

Again, thank you for all that you've done for us. You more than kept your word.

Steve and Pam Ratigan
Duck Creek Village