

November 28, 2005

Mr. Jeffery B. Meltzer  
Universal Hardwood  
10889 Venice Boulevard  
West Los Angeles, CA 90034

Subject: Yi Vs. Home Depot  
Orange County, Central Justice Center  
Case No. 05CS002707

To Whom it may Concern:

In October 2002, I signed a Customer Agreement with Home Depot's flagship EXPO Design Center to have hardwood flooring installed in my home. After gladly pocking roughly \$20,000 for the work, Home Depot repaid me by providing shoddy workmanship and even worse customer service.

Home Depot ruined a straightforward job from the outset. I asked for solid maple, they responded by installing plywood with a maple veneer. I asked why the stair nosings weren't flush with the wood flooring, they responded it was a bowing effect of the wood due to fluctuations of indoor temperature. This wasn't the case since the protrusions were present immediately after installation (believe it or not the temperature defense was later used under oath in court). I felt misled and taken advantage of.

Hence, I began to complain to the store manager and demanded that Home Depot repair the problems or refund my money. You can guess where that went: Nowhere. After three years of Home Depot dragging their feet, I filed suit at the local County Superior Court. I felt like little David going against Goliath. I knew that wining a lawsuit against Goliath wasn't going to be easy. You see, Home Depot had an expert floor inspector ready to prepare an inspection report on their behalf (the inspector did), a contractor that was required under contract to indemnify and defend them in court (the contractor did), and a customer (now plaintiff) that had never before stepped inside of a court room (I hadn't).

That all changed when I contacted Mr. Jeff Meltzer with Universal Hardwood. Mr. Meltzer is very friendly and personable. He attentively listened to my complaint, and after objectively assessing the issue, engaged as if Home Depot came and blotched the job in his house. He was aware of the typically contractor ploys and advised me, in this case, that it would be a waste of time to try and continue to work something out or to mediate with Home Depot. Mr. Meltzer performed localized intrusive testing on the existing floor, prepared a fair and detailed inspection report and cost estimate, told me what to expect and coached me what say in court, and provided an outstanding expert testimony to the presiding judge. Mr. Meltzer even brought the core sample he took from my house and an example piece of hardwood that Home Depot was supposed to install to visually explain to the judge what had actually happened. The evidence and testimony he provided was overwhelming. In the end, the judge ruled that Home Depot did not perform the work in accordance to the Customer Agreement and awarded me the maximum amount allowed. Without Mr. Meltzer's assistance, it would've been like bringing a slingshot to a gorilla fight with Home Depot being the 800-lb gorilla.

Moreover, Mr. Meltzer even took the liberty of following-up with me and asked if I got my check from Home Depot. I told him I haven't received it yet. He then proceeded to give some useful advice with respect to collection. Needless to say, I received my check shortly thereafter. Mr. Jeff Meltzer of Universal Hardwood receives my highest recommendation.

Sincerely,

Greg Yi  
Satisfied Client