

Lakewood, CO 80227

October 26, 2001
Scott Wainwright
P.O. Box 270849
Littleton, CO 80127

Dear Scott,

I recently purchased a 2001 Ford Mustang GT, brand new with an electric green clearcoat finish, from Burt Ford on Arapahoe Road. It is the first Mustang I've ever had, and naturally I want to keep it in the best shape possible. When I purchased the car, the dealership offered me your services, and described the Clear Bra to me as well as to my family. We have all seen the varieties of protective gear that can be strapped over a hood to keep bugs and rocks from severely damaging the finish on a vehicle. But, these types of bras usually come in a solid black color, and just seem to take away from the original appearance intended by the manufacturer. I wanted the protection, but not the distraction.

At first, I was amazed to hear that you actually make housecalls. I originally assumed that I would have to make another road trip out to the dealership to have the job done. Since I work from 7am until 5 or 6pm, this idea did not appeal to me. Yet, by making yourself available, no matter what the circumstance, you went out of your way to make my day that much easier. And, I thank you sincerely for that.

Let me say this as well: you were very prompt and very courteous to respond. I did not have to wait days for you to stop by, but was rather surprised to see you within a day or two. From our discussions, it is my understanding that you brought this business to Colorado, having moved here from Texas. And, having observed your work firsthand, allow me to term it as sincere craftsmanship. You took the extra time and did not rush to make sure everything was done to perfection. You even talked comfortably to me while still concentrating on your work.

Afterward, I was extremely pleased at the work. You were right: your technique of beveling the edges with a surgeon's blade made the difference, and the Clear Bra is virtually invisible (even when dusty).

Unfortunately, I did have an incident occur in which a rock or something sharp hit the front of the Mustang (where the Clear Bra was), and glanced off. I looked at the point of impact later on, and saw that in fact the sharp object had cut a small nick into the bra itself. Likewise, I contacted you about this, and to my surprise, you came over, removed the old bra, and installed a brand new one—just like before. And, you did it without asking for a dime. But, even better, when you removed the old bra and we examined the hood, the car was left unharmed. Fortunately for me, the Clear Bra saved the day on what would have been some severe damage to a beautiful finish. Oh, and by the way, I still haven't even gotten license plates on the Mustang yet!

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