



To whom it may concern,

For several years I had purchased various grades from different companies in searching for one that I could sell with confidence and not have to worry about customer complaints or returns. I was approached by Chris at National Forest Products about 6 years ago. Chris, whom also came from a retail environment before he ventured into the lumber brokerage/distribution field had an understanding of the problems that I was confronting with regards to inconsistency of the quality of cedar that I was receiving. He had mentioned that National Forest Products had developed an in house grade called "Pinnacle" a few years earlier. It was for the discriminating buyer. He also mentioned that it would cost more, but in the long run I would find consistency and customer satisfaction. To date the concept has worked explicitly. I have had no problems and I have grown my cedar business. I would like to thank Chris and the people at National Forest Products for solving my problems.

Sincerely,

Don Watson

**WATSON'S**

Home Hardware Building Centre  
Gorrie, Ontario N0G 1X0

Telephone (519) 335-3551  
Fax (519) 335-3427