

## Certification and License

Whereas, Karen Essary, owner of Couture by Karen Inc. has served more than 5,000 residential and business customers since 1979 throughout Southeast Michigan & Northwest Ohio, and:

Whereas, Couture by Karen Inc. has maintained an excellent customer reputation, and the owners, managers and staff have completed the Exciting Windows! required course of training,

Therefore, on this 24<sup>th</sup> Day of April 2007 a license is hereby granted to Couture by Karen Inc. to represent Exciting Windows! Services, Standards, and Guarantees

*Creative Design Consultants* – Each design consultant is experienced and trained on all window products – Draperies, Blinds, Shades, Shutters, Motorization, and Creative ideas for personal styling. An office specialist may assist fulfillment.

**Exceptional Customer Service** – Management and staff have been extensively educated to perform Exciting Windows! Exceptional Customer Standards. A Handbook of service standards is available for customer reference.

Unbeatable 4-Way Guarantee - Every customer is guaranteed

- 1. Best pricing for equal quality and service (Written: Unbeatable 4-Way Guarantee)
- 2. 10-year performance on all products we sell (cords and accessories repaired by manufacturer warranty).
- 3. Products will be custom fabricated to highest industry standards.
- 4. On-time performance by design consultants and installers, or you receive a Gift Certificate for \$25.

## **Exciting Windows! Mission**

The impassioned purpose of Exciting Windows! Service is to better the life of every customer with creative, personal window stylings to make their home more beautiful, more affordably than any similar investment.

How We Work Together

No business, local or national, provides these unequalled services that customers receive from Couture by Karen Inc. and backed by Exciting Windows! National Office

Couture by Karen Inc. Customer Service <a href="mailto:couturebykaren@excitingwindows.com">couturebykaren@excitingwindows.com</a>

Exciting Windows! National office: ContactUs@excitingwindows.com