



Presented to:

THE CARPET GUYS LLC

For achieving and maintaining a Superior Service Rating on Angie's List throughout 2011 as determined by Angie's List members in the category of:

CARPET SALES/INSTALLATION/REPAIR

Detroit

A handwritten signature in black ink, appearing to read "Angie's list", is written over a faint circular background.

January 1, 2012

Chapter

"The" Angie

Date

First Place

The Macomb Daily readers have chosen your establishment as
Macomb County's 2011 Best of the Best Award Winner in your category.

Voted Best Macomb County

**Carpet &
Flooring Store**

The Carpet Guys

Readers Choice Award Winner



The Macomb Daily

Published Daily. Delivered Daily.
www.MacombDaily.com

2012 Angie's list[®]

SUPER SERVICE AWARD

Presented to:

CARPET GUYS MACOMB

For achieving and maintaining a superior service rating on Angie's List throughout 2012 as determined by Angie's List members in the category of:

CARPET SALES/INSTALLATION/REPAIR



Detroit
Chapter

Angie Hicks
"The" Angie

January 1, 2013
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Carpet Guys

Readers Choice Award Winner

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December 13, 2012

Dear Joe,

I apologize that this is late getting off to you, but we wanted to thank-you so much for your generous donation of pies for our Thanksgiving meal. Also, for spending time here to pass out clothing items and allowing us to receive the extra items to continue to give to our homeless clients. Your thoughtfulness has helped us a lot this Christmas season!

Again, your sensitivity to the less fortunate is much appreciated.

May God Bless you and your family richly this Christmas and have a wonderful New Year!

Sincerely,

Lori L. Wright
MAJOR



This is to recognize that

Joe Zago

successfully completed eight hours of coursework during

SURFACES 2012

held January 23-26 in Las Vegas, Nevada, earning a

Masters Certification
specific to
Business
Management



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August 24, 2012

THE CARPET GUYS LLC
21809 Revere
St Clair Shores, MI 48080

Dear Friends,

On behalf of the families we serve, I would like to thank you for your donation to ALS of Michigan in the amount of \$100.00 for the Walk 'n Roll for ALS.

Your contribution to our organization will help support critically needed services including our: respite care program; AAC Center (Augmentative & Alternative Communication); equipment loan program; patient and family workshops; support groups and educational seminars for professionals; funding for research into the cause, treatment, and cure of ALS; and much more.

Our organization depends on private donations, and we can only continue to provide services to people with ALS and their families through the generosity of individuals like you.

Again, thank you for your contribution and if we can provide you with any additional information, please call or e-mail our office.

Sincerely,

Susan Burstein
Executive Director
ALS of Michigan, Inc.

No consideration was received in connection with this donation.

ALS OF MICHIGAN IS DEDICATED TO HELPING PEOPLE WITH ALS (PALS), THEIR FAMILIES AND CAREGIVERS LIVE LIFE AS FULLY AS POSSIBLE. WE ALSO SUPPORT RESEARCH INTO THE CAUSE AND CURE OF ALS, MORE COMMONLY KNOWN AS "LOU GEHRIG'S DISEASE."

The Drew Crew Charitable Organization
P.O. Box 772 Walled Lake, MI. 48390
Tel 248-761-5000 Fax 248-630-2053
thedrewcrew1@gmail.com
www.thedrewcrew.org



SEPTEMBER 25, 2012

Joe Zago

The Carpet Guys, LLC

21809 Revere St

Saint Clair Shores MI 48080

Dear Joe,

I want to personally tell you what your support of Drew and The Drew Crew 2012 Annual Golf Outing means. It means that Drew has a life that he can be proud of, it means that he can pursue his dreams; it means he can hold his head up high and be proud of who he is and what he has accomplished in spite of his injuries. Above all, it means that there are still people who care and not just with words but with actions. If there were more people like you, the world would truly be a better place. So on behalf of Drew Clayborn and his entire Crew, we would like to say thank you for caring and thank you for doing your part to make the life he is living possible. God Bless you and your entire staff. We could not be more proud and honored to be on the receiving end of your love and generosity. Continue to P.U.S.H (Pray Until Something Happens) because if you do it will.

Warm regards,

A handwritten signature in black ink, appearing to read 'LeDon Clayborn', written over a white background.

LeDon Clayborn

ORGANIZER OF THE DREW CREW

9/15/12

Dear Joe,

My name is Jen Duke & I am having carpet installed in my home by your company. I must tell you not only have I had an amazing experience with your company but everyone I have dealt with in the process was very professional! From our sales rep, Keith to Jessica in the office, to the installers, Wally & Shawn. You have a great group of people working for you! PLEASE DO NOT let this go unrecognized!

Our Sales rep Keith was on time & straight forward with us. Jessica is completely on par with her lead time on scheduling the free-in home estimate (love that you do that no other company will do in home estimates) Jessica's confirming technique is great, I work for a home improvement company & can only wish I could get my confirmer to confirm the way Jessica does!

Now here it is the day of install, Wally & Shawn were GREAT! Not only were they on time, they were PROFESSIONAL, POLITE, COURTEOUS, & RESPECTFUL! I would recommend them to anyone! They answered all my questions, they were understanding & patient with me knowing I have 2 large dogs that I was trying to keep out of their way. I cannot →

"THANK YOU!" enough for scheduling my install with Wally & Shawn!

My house looks so AMAZING with the new carpet!
They worked so hard & so dilligently to get the job done!

Again, you have a great group of employees!!!

Thank you Again!

Sincerely,

Jen Duke

70440 CHAUCER

RICHMOND, MI 48062.

AMI

AMI SEMICONDUCTOR

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To The Carpet Guys

Thank you, from Debbie
and Jerry Burgers. Joe worked
with us on this project and
it was more than we expected.
It was very nice looking, The
Guys did a great job installing
it. The price was very affordable
and Joe was very good salesman.

Thank you all
at The Carpet Guys

Jerry and Debbie



"Voted #1 Carpet Dealer by the Macomb Daily in 2011 & 2012"

THE CARPET GUYS

CALL US TODAY!
855-4-MYGUYS
TOLL FREE

A letter from the owner-

I started The Carpet Guys a few years ago after working for two of the biggest names in the floor covering industry for the last 15 years. When I started the company I wanted to do something different. I wanted to bring the CARE FACTOR back to what we do.

When I first started in the flooring industry, I worked for a very large family owned company that has now turned into a national carpet empire. I worked for several years as an in home design consultant. I would travel out to the consumer's home with a car full of different samples. I enjoyed helping people update their home. I especially loved working with the homeowner's interiors. Picking out colors and patterns to create a new style in their home was exciting. Receiving thank you cards or follow up phone calls from my clients telling me how happy they are and how much they love the feel and look of their newly updated living room or bedroom, was always very rewarding to me.

Since I genuinely enjoy helping people, this was a perfect job for me. Our prices were a little higher than some of the other companies but well worth it because the homeowner really got top notch service from a company that really cared for their customers. Over the years, as the company grew and became a massive corporate empire, I felt that the care factor was slipping away. Millions of dollars in advertising and a high turnover of sales people and installers made me feel like the CARE FACTOR was slipping away from the job that I loved so much for so many years. After a couple of changes in upper management, the company I worked for was having record profits but the consumer was also paying a way over inflated price, and in my opinion, receiving a far less personalized experience. I was no longer enjoying my job as my enthusiasm and pride slowly faded away. I lost respect for the company I had once loved more than anything.

I stuck around for another year and as the Michigan economy worsened, I realized it was time for me to make a change. I left Michigan and went to go work for another well-known flooring company out in Arizona. I felt rejuvenated. I absolutely loved working for the company out west but was still not completely happy being so far away from all of my close friends and family. They were 1,800 miles away back in Michigan. I stayed in Arizona for 3 years and then decided I was going to come home to Michigan and try to start off a business. Everyone thought I was crazy to leave beautiful Scottsdale Arizona and beautiful clear skies all year round to come back to a cold damp Michigan with the worst economy in the nation. Maybe I was, but either way I knew that when I came back home that if I was going to somehow be able to start a successful business, I would really need to give it my all and then some. So I did.

I started a company called The Carpet Guys because no matter who I ever worked for in the past, everyone always called me The Carpet Guy regardless of the name of the company I was representing. It was easy and catchy but what really made us stand out was the fact that we brought the CARE back to our local market when it came to flooring. We were never about being greedy or trying to get the high dollar sale out of our customers. We were about providing a white glove VIP kind of service that made the customers feel like they were really taken care of and at a fair affordable price. We make it easy for our customers because our design consultants really know what they are doing. Each of our designers are great at working with colors and textures to help bring the most style to a room without having to break the bank in the process. Our design consultants get paid by our company regardless of your purchase decision so there are never any high pressure sales. Our professional services and wide variety of different colors, styles, textures, designs, and quality levels allow you to make a comfortable decision right there in the comfort of your own home. Our customers don't need to travel from store to store lugging different samples back and forth between a store and their home. Our professional installation craftsmen are some of the best in the trade. We move your furniture and remove your old carpet at no additional charge. We even install all of our new carpets over PREMIUM 8 lb. padding at no additional charge. Rather than providing our customers with the industry standard 90 day or 6 month warranty, we cover our installation workmanship for as long as you own your home at no additional charge as well.

I personally believe we have the best service in the state when it comes to carpet and flooring. I have rarely seen any of the big companies come close to or beat our prices when you compare apples to apples. And none of the individual installers who made their own websites and work out of the back of their vans really are able to offer the kind of full circle quality service that we provide. Our hard work has really paid off too because just a few short years after our conception, The Carpet Guys have become one of the fastest growing carpet & floor covering companies in the state of Michigan. We have won super service awards from Angie's List, as well as have been voted Metro Detroit's favorite carpet dealer 3 years in a row by the readers of The Macomb Daily Newspaper. We are very good at what we do and I must say the main reason why is simply because we CARE!

If you or anyone you know may be in the market for some new carpeting, feel free to give us a call any time. We are open 7 days a week from 9am-9pm. We offer the best no pressure shop at home carpet service in the industry and provide top quality products at very reasonable prices. There are never any hidden costs, last minute charges or hidden extras like you may find at a lot of the box stores or carpet retailers. We truly provide an excellent service at a great price AND we even move your furniture at no extra charge. Give us a call today and see what we can do to help you with your new carpet or floor covering needs. You will be glad you did, I guarantee it!

Sincerely,
Joseph L. Zago
President,
The Carpet Guys, LLC.

