

Willoughby Industries, Inc.

Stainless Steel and Solid Surface
Plumbing Fixture Products and Accessories



To Whom It May Concern,

My name is Nick Alderson and I am the Vice President of Operations for Willoughby Industries. In my tenure at Willoughby, we have used T&W for four projects since 2019 with a few more occurring before my time here started. It is my pleasure to recommend T&W for their outstanding work and exceptional customer service in all of the projects they have carried out for us. Our experience with their team has been nothing short of excellent, and I am confident they will bring the same level of professionalism and quality to any future projects.

From the beginning, T&W demonstrates a high degree of expertise and attention to detail. Doug Beamer has done an outstanding job helping us through the project planning and budgeting stages. He always makes sure all of our staff is fully informed on project status and is well connected with outside firms to help get jobs started on or ahead of schedule from the start. T&W's craftsmanship is evident in every stage of the project, and the finished result always exceeds our expectations. The work is always completed on time, within budget, and with a level of quality that reflects their continued commitment to excellence.

Equally impressive was their on-site customer service. Our project manager David Jones has always been a pleasure to work with in the construction phase. His communication is clear, consistent, and proactive and he is extremely knowledgeable when it comes to upholding the quality of work T&W wants to put their name on. Their entire team is always accessible, responsive to questions, and willing to go the extra mile to ensure our satisfaction. Their professionalism, courtesy, and genuine dedication to client needs truly sets them apart.

Based on our experience with multiple projects, I wholeheartedly recommend T&W to anyone seeking reliable, skilled, and customer-focused commercial contractors. They have earned our trust and our highest regard, and I would not hesitate to work with them again in the future.

Sincerely,

Nicholas E. Alderson
Vice President of Operations
Willoughby Industries Inc.