

Hi Keith,

I wanted to reach out to you respectfully before we take further formal steps because we have had prior dealings, and I know you were trying to help Wyatt get his business established.

We are having a serious issue with the epoxy coating Wyatt installed in our three-car garage. You have not seen the finished job, so I wanted to explain the situation clearly.

We paid Wyatt \$3,498 for what we understood would be a professional garage coating project. The scope discussed included the garage floor, stem walls/ledges, and the three garage stairs. The stairs were not completed.

After the coating cured, we discovered the surface was extremely rough, abrasive, uneven, and sharp in many areas. Sharp flakes and ridged areas have scratched and cut hands and feet during normal use. The stem walls and ledges are especially rough and hazardous during contact.

Further, portions of the floor and stem walls are unfinished or appear to have little to no epoxy or flake coverage, exposing visible concrete beneath.

There are also workmanship issues around the edges and transitions. Areas that should have been taped or masked cleanly were instead epoxied and flaked onto nearby wall and trim areas, leaving the garage looking sloppy and unfinished.

Another independent contractor who regularly performs garage floor coatings for homes built by our builder inspected the project and advised that the installation was improper and looked like "a mess." He also noted inconsistent color/flaking from the front to the back of the garage and stated that a properly installed floor absolutely should not be sharp enough to cut skin during normal contact.

He also advised that coating epoxy onto the trim boards and applying flake material onto the bottom 1–3 inches of trim is unacceptable and should have been properly masked off before application.

This garage was intended to become my home office/workspace, and right now it is not in acceptable condition.

Wyatt came back to inspect it. He proposed sanding parts of the main floor and applying another coat, but then stated it would cost another \$700. He also stated that the stem walls and ledges could not really be corrected, which are a major part of the problem.

From our point of view, that does not feel like a complete or guaranteed repair, especially after already paying nearly \$3500.

I am reaching out because I would strongly prefer to resolve this privately and fairly before moving forward with court action, complaints, reviews, or other escalation. Since you were involved in helping Wyatt get started, I wanted to give you the opportunity to see the issue for yourself or help get it resolved.

Katie is currently at the home in Lee's Summit and can coordinate access if you would like to inspect the garage personally.

At this point, we are requesting one of two resolutions:

1. Full refund of the \$3,498; or
2. Payment of the verified cost for a qualified, independent contractor of our choosing to correct and complete the project.

I am not trying to make this personal. We simply need the situation made right.

Please let me know if you are willing to help resolve this before we proceed formally.

Ryan