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To Whom it May Concern,

In 2018, we began consulting with Rugged Roofing and Construction to address the storm damage on the roof of our company headquarters as well as a strip mall we own. While Rugged Roofing was very professional and attentive to our needs throughout the process, our biggest concern was the fact that they were not local to us, as we are located in Joplin, MO. Nevertheless, we built a strong relationship with our rep, Brennan Nowlin, and felt comfortable moving forward.

We ended up contracting Rugged Roofing to retrofit a new 60 mil TPO roof with impact resistant HD board on both buildings totaling 71,508 square feet. This solution has substantially increased our buildings' resistance to wind and hail, increased our energy efficiency, and addressed all leaks. Following completion, Rugged Roofing has stayed in contact and performed quality inspections to ensure that our roofs are performing as they should. During one inspection, Rugged proactively identified a drainage issue over our offices. They promptly put together an action plan to address the issue at no additional cost and prevented the possibility of costly damage down the line.

I mentioned earlier that we were hesitant to move forward seeing that Rugged was not local to us. We are now more than a year out from the completion date of our projects and have seen first-hand the quality of Rugged Roofing's post installation service. I can honestly say that I am confident that Rugged Roofing has serviced our businesses as well and, in some senses, better than anyone "local" ever has. Therefore, I can whole-heartedly recommend their services to anyone within their region of operation. Rugged Roofing will be my first call for any commercial roofing needs going forward.

Sincerely,

Jim C. Moss
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