



February 21, 2020

RE: Recommendation for Museum Quality Restoration Services

To whom it may concern,

I am writing to provide a strong recommendation for Mark Fry owner of Museum Quality Restoration Services. We have an Eames lounge chair with ottoman where the “shock mount” attaching the arm with the chair back failed. We were very frustrated because we were unable to use the chair. Fortunately, we found Museum Quality Restoration Services in a Google search for local repair expert. Mark Fry was familiar with the problem, as it is a recurring problem with the chair’s design. I took the chair and the ottoman to his shop in Desert Hot Springs where he assessed the problem. While I was there, Mark took the chair apart, showing me the problem and explaining his process to fix the shock mount. He carefully dismantled the chair, labeling each part to ensure the correct parts would be reassembled. He recommended replacing the other shock mount just as a precaution. After a thorough examination, Mark gave me a detail estimate for the project.

During the process, Mark sent photos documenting the process from start to finish. In addition to repairing both shock mounts, Mark refinished the wood, treated all the leather in the chair, and polished the chrome legs. This included refinishing the ottoman as well. Finally he delivered the finished chair and ottoman to our home.

The lounge chair and ottoman turned out beautifully. We are so pleased with Mark’s craftsmanship, knowledge, attention to detail, and communication through the entire process. He completed the project in a timely manner and on budget.

It is for these reasons that I offer a high recommendation for Museum Quality Restoration Services. If you have any questions regarding this recommendation, please do not hesitate to contact me.



Dennis Johnson

Dennis Johnson Design