

July 16, 2008

Mr. Rob Hailey
Howard's Rug Company
6110 Nancy Ridge Drive
San Diego, CA 92111

Re: Letter of Appreciation

Dear Rob,

We've been doing business together over seventeen years and not once have I sent you a thank you letter. Well here it is, thank you!

From the big jobs to the little ones, I can always count on Howard's. You have assembled a great team of professionals in your office. It has really made my job easier. I know I can call for carpet, VCT, or ceramic tile and I'll get a first class job without expending a huge amount of my time babysitting the project.

I'd especially like you to know my salesman, Chuck Brewer, has been doing an exceptional job. His budgets are always quite accurate and very prompt. The many jobs we've done together have all run smoothly and every one of them has been a success. I can attribute that to Chuck's knowledge and thoroughness. From the minute I call and he first walks the job, until the punch list is complete, he stays on top of it. I couldn't ask for a better contact person at Howard's.

Every time I use Howard's I know the job will be done correctly, quickly, and economically. Your scheduling and quality of work are as good as anyone I've ever worked with. Keep up the good work.

Warmest regards,

DEL MAR PARTNERSHIP, INC.



David Kraft
Senior Project Manager