

Margaret Weiss
Saint James, New York

September 1, 1999

Mr. Roy Catalano
President
CSL Custom Upholsterers
150 Keyland Court
Bohemia, New York, 11716

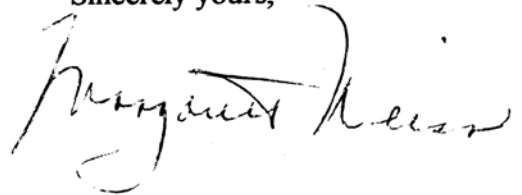
Dear Mr. Catalano

I am writing this letter to express my sincere gratitude for the attentive manner in which you treated me from beginning to end as a customer. My compliments on your extensive selection – it made my final choice quite difficult. Your patience and guidance in helping me choose the right material was greatly appreciated.

When I finally received the couch (on time as you promised), I was ecstatic. The craftsmanship and quality was excellent. In fact, I can honestly say, the couch is superior now, vs. when we originally purchased it.

I have no hesitation recommending you to any of my family and friends. Keep up the good work. Again, it was a pleasure doing business with you.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Margaret Weiss". The signature is written in a cursive style with a large, sweeping initial "M".