



April 11, 2007

Advance Office Installations  
Miguel Marrero  
37 Lukens Drive  
New Castle, De 19720

Dear Miguel,

It is with pleasure that I write this note to tell you how much we appreciate your assistance in our modular office installations. Your attention to detail and unerring service have gone a long way toward satisfying our clients. As you are aware, things do not always run as smoothly as we would hope. While I have come to expect your day-to-day superb service as a given, it is the other situations with which you are so helpful that make such a big difference.

As you are aware, in a couple of our more recent installations, we were faced with, through no fault of our own, incomplete deliveries and the possibility of severely aggravated clients. Were it not for Advance Office Installations, going out of your way to procure necessary parts and responding to emergency situations, we would have had very angry customers on our hands. It is because of examples like this that we will continue to utilize your services.

We want to thank you again for the level of personal service that you provided to our customers. The cheerful and warm dispositions displayed by both you and your entire staff reflect well on both Advance Office Installations and Configurations Inc.

Regards,

William L. Henderson  
Vice president