

March 31, 2004

Ms. Elaine Creaser
Tile Collection, Inc.
11200 Carolina Place Parkway
Pineville, NC 28134

Re: Puzia Installation

Dear Elaine:

Please accept our thanks for the great job your crew performed installing the granite and tile at our daughter and son-in-law's home in Charlotte.

Your workers were very courteous and professional, the job was completed within the time frame specified and, most of all, with very little disruption to their busy schedules.

They are enchanted with their new kitchen and will recommend you highly to all their friends.

It was a pleasure meeting you and your staff and we look forward to doing business with you again soon. We wish you continued success in your beautiful showroom.

Sincerely,

A handwritten signature in cursive script that reads "Betty & Jack".

Betty & Jack