

CREATIVE DEPT.

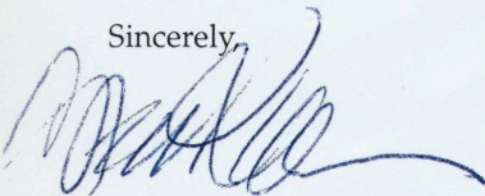
Natural Stone Care, Inc.
2131 W. 7th Street
Tempe, AZ 85281

February 10, 2006

To whom it may concern,

In 2003, we got estimates from several tile maintenance companies in the Valley to refinish our travertine floors. Natural Stone Care was one of them. We chose the slightly lower bid of another company. Now, three years later, we have realized that we made a major mistake. This time around, we chose Natural Stone Care, Inc.. Doug Paul was our salesman and Manny was our trouble shooter. They spent time undoing the poor work of their competitors three years earlier. Each went beyond the call to make our floors beautiful. It took more time and work than they had anticipated to overcome the shortcuts used by the other company. Still, they stuck to their estimate and finished our job with great pride. We can feel and see the difference. We also have learned our lesson. Doug and Manny represented Natural Stone Care, Inc. very well and we just wanted you to know. See you again in a couple of years.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Steve Klein', with a long horizontal flourish extending to the right.

Steve Klein