

Sent: Saturday, November 22, 2003 8:35 AM

Subject: Thank you.

Dear Anand,

Hope all is well. I wanted to take to tell you that we have received all our 36 boxes of items in safe and intact condition. We are extremely pleased about the services you all have provided.

I also would like to take a few moments to thank few people who have done excellent work.

Anand : One of the main reason I chose World Wide Shipping is the fact that you explained the various nitty-gritty's patiently and to my satisfaction. The references you have provided, talked highly about you all as well. Your timely response from the initial discussion during the sales cycle , all the way to providing arrival details , is well appreciated. While you remained 'one-face-to-the customer', I could very well understand the amount of orchestrated coordination required at the back office to make things happen seamless and on time . I also want to mention the resources you sent for packing, did excellent work - simply superb packing and handling! Please convey our thanks to them as well.

Satish kumar and Sivaraman : These two people have done wonderful work and made it finally happen in Chennai. While at times I have been extremely demanding, they kept cool and finally delivered the goods to our satisfaction. I have found them highly skilled and thorough professional in this area. They made the custom inspection and other formalities so simple and took care of all things involved. The resources they provided to carry the items to our home , did excellent work. I appreciate the trouble they took to deliver the items late at night . They kept the promise.

Please also convey my thanks to others who worked at the back office. You all did wonderful work and made me a very satisfied customer.

Good luck to you guys, keep up the good work!

Regards

Subrata