

Date: Wed, 17 Sep 2003 15:19:49

Dear Mr. Anand

I just received my goods at my door in Pondicherry, India, which were shipped from San Jose, CA in July. I am very thankful to you and your staff for the promptness and professionalism that you all have shown in delivering my goods. Thank you for a job very well done.

I am especially grateful to Mr. Satish, your contact person in Chennai. He, cleared my goods from the customs flawlessly and very professionally. Without his help, I don't think I could have managed the clearance by my self. His presence of mind, and a relaxed disposition during the clearance were really remarkable, and immensely helpful. I am glad you have him in your team.

Once again thank you for job well done.

Regards,

Vinod Chanola