

Sent: Saturday, February 14, 2004 2:57 AM

Subject: Regarding our Shipment

Hello Rakesh

Our container shipment was cleared by customs on Friday, 2/6/04, and the contents were delivered to the designated places the following day. I wish to take this opportunity to express our total satisfaction of the service we got here in Bangalore. Everything was handled professionally and with utmost customer care at personal level. Please accept and convey our special thanks to everyone involved. JOB WELL DONE!! And we appreciate it very much.

I plan to examine a few key boxes to make certain nothing is broken. If I find any problems I will handle with Mr. Shyam Kumar here in Bangalore.

Please forward this note to Mr. Shyam Kumar.

Thanx.

Srini Srinivas