



December 23, 2002

Mr. Robert Franz  
Franz Group  
27 Simms Street  
San Rafael, CA 94901

Dear Mr. Franz:


I wanted to write and convey to you our satisfaction with the office furniture we recently purchased from your Group. As you recall, we purchased a credenza, a wall-mounted dry board, and a 5 X 12 ft conference table. As you know, all three pieces of furniture were custom designed with the assistance of your staff.

I have never purchased anything this "big" through the Internet or from a company "clear across" the United States. However, your attention to detail and availability to our questions made the process very simple and painless. It was very easy to get our ideas across and the attention and considerations you gave us were very helpful.

When the pieces came they were very well packaged and, except for some minor shipping damage, could be used immediately. As you know, one of the pedestals for the table was damaged and you replaced this item in a very timely manner.

I cannot thank you enough for the products you make. Our conference room looks great!

Sincerely,



Jeffrey H. Owen, Ph.D.  
President