

**Yuval**

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**From:** Susan S [redacted]@yahoo.com]  
**Sent:** Monday, November 16, 2009 11:25 AM  
**To:** Shadesco Sales  
**Subject:** Re: The Shade Co

Sorry it has taken me so long to reply to your email. Everything was great, Roy is a wonderful installer- very polite, very clean and very nice. We love the new shades, it makes such a difference in our living room. Thank you! I would definitely use your company again and recommend you to friends.

**Susan S [redacted]**

cell: # [redacted]  
email: [redacted]@yahoo.com

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**From:** Shadesco Sales <sales@shadesco.com>  
**To:** [redacted]@yahoo.com  
**Sent:** Tue, October 27, 2009 3:27:40 PM  
**Subject:** The Shade Co

Dear Susan,

Hope all is well,  
Attached please find an invoice for the completed job.

The Shade Company is committed to offering you the highest quality service and support in the industry. Thank you very much for letting us be a part of your project, we greatly appreciate your business.

Now that your installation is complete, we would like your opinion about our service. Please reply with any thought or comments.

Thank you for using The Shade Company.

Best regards,  
Milana,  
The Shade Co  
T: 212-222-8288  
F: 646-365-3305