

September 04, 2009

Chris Grancio Any Street Any City, CA 92100

Dear Chris:

You've reached our Valued Customer status. That's an honor accorded only to a select few.

It means that we recognize the special needs related to your volume and customization requirements. You need access to design and manufacturing information, estimated delivery times, open-to-buy status, and dozens of other details that call for fast, accurate answers.

To be sure that you get the data that you need within minutes of your asking, we're assigning you your very own customer service representative.

will monitor your orders, review them with manufacturing, art, traffic, etc., and

keep me up to date on your activity while I'm out of the office. Their direct number is . I am confident that you will see a new, higher level of service from us.

I appreciate your business, Chris. We all do.

Sincerely,

RenderX, Inc.

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