

**Yuval**

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**From:** Harry A. M [REDACTED] [REDACTED]@nyc.rr.com]  
**Sent:** Thursday, January 21, 2010 3:19 PM  
**To:** 'Shadesco Sales'  
**Subject:** RE: The Shade Co

My comment is that Milana made all the difference in my purchase experience. Milana was exceptionally knowledgeable, courteous, helpful, professional and reliable. Milana is a great resource for your company and I credit her completely with getting my business. In my opinion, she deserves a raise!

Harry A. M [REDACTED]  
145 West 86 Street  
New York, NY 10024  
212- [REDACTED]  
[REDACTED]@nyc.rr.com

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**From:** Shadesco Sales [mailto:sales@shadesco.com]  
**Sent:** Thursday, January 21, 2010 3:04 PM  
**To:** [REDACTED]@nyc.rr.com  
**Subject:** The Shade Co

Hi Harry,

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

1/21/2010