



Finishing Touch Corporation  
461 Grand Avenue Grand Junction, CO 81501  
(970) 243-1951

Dear Mike Smith,

I am writing to express my sincere thanks for your company's assistance. The area in which I do business had a high rate of unemployment and a tough housing marketing. Your consultant, Kelvin, worked with me tirelessly and by using his suggested strategy we tripled our monthly sales.

My store had been in business over 20 years. The decline in business had been unsustainable. I know that I would not have been able to generate the level of sales produced over the last 90 days without your company's help. Closing our doors was a difficult decision, and hiring an outside consultant was something I pondered because of the reputation that had been built over the last two decades. Kelvin ensured that our customers were treated well, and worked with the vendors to ensure timely deliveries. Certainly you all have a solid track record, but it is always hard to make a decision about how you are going to close your business. Kelvin, your consultant, ensured success. Having a business that sold only solid wood furniture, we wanted to make sure that the furniture sold during the sale would be of high quality. Your extensive expertise with vendors helped us maintain that quality of product, and our high sales volume.

I would gladly recommend your company to others considering a going out of business sale. I actually was able to take time off, where previously I had been tied to the store. Kelvin's management style enabled a smooth operation throughout the sale.

Sincerely,

A handwritten signature in black ink that reads "Jay Warkentin". The signature is written in a cursive style with a large, prominent "J" and "W".

Jay R. Warkentin  
President