

Belleville, IL
July 18, 2006

Mr. Alex Elzein
European Tile & Marble Co.
1551 S. Kingshighway
St. Louis, MO 63110

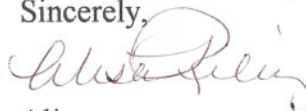
Dear Mr. Alzein:

The purpose of this letter is to tell you how wonderful I think your employees are! Sherry is what every sales representative should aspire to be. I first met her at this year's Home Show. She truly enjoyed showing your product line and recommended Pat Keeler as a kitchen design specialist. I am very happy to report that I went with both Pat and European and I now have a beautiful new kitchen. Sherry always answered my calls promptly and courteously.

The two installers that came to my home, Clayton and Keith, were marvelous. They were professional in appearance, speech and manner. While they clearly knew their trade, Keith praised Clayton as being the more knowledgable, and deferred to him when he felt it necessary. On a follow-up visit, Clayton installed my backsplash and enhanced a seam to my satisfaction.

I cannot express how happy I am with the products and employees at European and I look forward to doing business with you in the future as well as recommending you to my acquaintances.

Sincerely,

A handwritten signature in red ink, appearing to read "Alisa", written in a cursive style.

Alisa