UPSCALE CONSIGNMENT

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July 30, 2004

Mr. Sawan Ruparel Intranet Services

Dear Mr. Ruparel,

I wish to express my upmost appreciation to you and your company for the outstanding work done on the design and release of our website.

As you know, we had a number of very specific expectations and some extensive custom programming for functionality that was required for our new site, some of which were well outside the relm of a typical website. Intranet Services took on these challenges without hesitation, and through perseverence and a total commitment to customer satisfaction, followed through to create a site that satisifed every one of these requirements perfectly.

I will be honest with you that I was a little nervous at first about hiring a website development company outside of the United States to design our new site. But after working with you and your company through the development process, I found that your knowledge, integrety, and commitment to customer service was second-to-none. You are always very responsive and professional in your business dealings, and I will definitely recommend your services to anyone needing web design, web promotion, and/or web hosting.

We have already received many positive comments from our customers about our new website. They are especially exiced the automatic price markdowns and the wish list, the programming for which you created from scratch! They have also mentioned that it has a very user-friendly and intuitive interface.

So, I would like to thank you and your team once again for your dedication and hard work. I would say that I am a very satisifed customer!

Yours truly,

Ken Gulledge Upscale Consignment