

April 15, 2002

California Roll-Out Shelf Company  
1876 Curtner Ave. #100  
San Jose, CA 95124

Dear Mr. White,

During a regular business day, the Better Business Bureau helps over 200 consumers. Assisting the community by providing information on companies, information on special Bureau investigations, and regrettably, in the form of consumer discontent, we try to act as a go between for both the consumer and the business.

However, every now and then this cycle is broken. When a large portion of our daily mail is in the form of consumer complaints, it is wonderful to receive letters such as the one enclosed from one of your satisfied customers.

We are pleased to add this information to your company file.  
Congratulations!

Sincerely,

Tracy Spurlin-Saravanan  
Complaint Conciliator  
408.278.7400

Enclosure

**BETTER BUSINESS BUREAU®**

Serving Businesses & Consumers in Santa Clara, Santa Cruz, Monterey & San Benito Counties