

Rietpan Hardware

From: "Desire Gourdain" <DGourdain@barloworld-logistics.co.za>
To: <taliotes@global.co.za>
Cc: <info@rietpan.co.za>
Sent: Thursday, November 10, 2011 2:09 PM
Subject: Rietpan - Thank you SO MUCH
Dear Mr. Taliotes,

I would like to start off this e-mail by conveying my heartfelt thanks for the recent service received from Michael in your transport department.

I appreciate that he took my complex restriction into consideration and his effort in ensuring that our deliveries are made in accordance with those restrictions. Besides the arrangements that Michael made for small deliveries, he kept me updated if and when there were delays due to drivers not arriving for duty. It is a really refreshing change to be kept updated this way.

I work in a service industry and have to comment that it is not often that you find someone who provides the level of service that Michael has as companies in general believe that they are 'doing you a favour' when you employ their services.

One person can make or break a company's reputation and Michael has most certainly added great value in terms of your reputation to your company.

We have been utilizing Rietpan for all of our building requirements on our current home extensions of +- 82 sqm being done and will continue to do so.

Please convey my gratitude to Michael as well.

Best Regards
Desire Gourdain
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WELL DONE MICHAEL
A GREAT EXAMPLE
TO ALL!!

[Signature]
11/10/11
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