

DIANNE D. REICH

March 11, 2004

Mr. Richard M. Eannarino
New England Sun Control
20 Thurber Boulevard
Smithfield, RI 02917

Dear Rich:

Enclosed please find the warranty information I received from my builder with regard to warranty currently in effect from Andersen. I hope this is the information you need to complete the extended warranty for the windows to which you applied the film.

I have four more windows that will need film when you are next in the area.

Thank you for your help with the problem on Hamblin Point. I really do appreciate your prompt, professional and courteous response.

Sincerely,

A handwritten signature in cursive script that reads "Dianne D. Reich". The signature is written in dark ink on a white background.

Dianne

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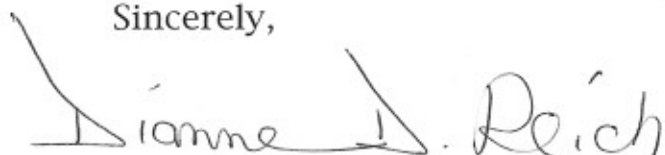
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Sincerely,

A handwritten signature in black ink that reads "Dianne D. Reich". The signature is written in a cursive style with a large initial 'D' and 'R'.

Dianne

POSTAL BOX 1953 • NORTH FALMOUTH, MA 02556