

Stephen & Eileen Schultz
22 Colt Lane
Bell Canyon, California 91307-1126

July 14, 1999

Don Harari
Royal Care Services, Inc.
18066 Ventura Boulevard, 2nd floor
Encino, CA 91316

Dear Don:

Thank you for your superb service of restoring our travertine marble floor to its former glory and luster. It appeared that the marble floor had not received the attention it deserved under previous owners in the last nine years. Your meticulous care and effort completely transformed a very dull and depressed looking floor into a model show room condition that otherwise would have cost a fortune to replace in today's dollars.

Further, your firm was accommodating in the change of service dates when discovered too late that Monday, July 5, '99 start date was a holiday within the gated Bell Canyon Community, therefore service providers were not allowed access. We really appreciated your forgiveness on our oversight.

We look forward to using your services again in the future.

Sincerely,

