



Vice President of Student Services
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September 12, 2003

University Loft Company
433 E. Washington Street
Indianapolis, IN 46204

Dear Sirs:

This letter is written to commend University Loft Company and its employees. The sales and project representatives for our order, Mark Morrow and Laurel Johansen respectively, provided prompt, efficient, and courteous service upon the College's decision to purchase furniture for five residential buildings. My request for quote alterations, additions, freight costs, and a change in delivery date were accepted and handled with professionalism.

The College has also been privileged to receive follow-up e-mails from the project manager to ensure that we were pleased with the items purchased and to make sure that all items were received in good condition. I certainly appreciate that open communication line.

William Carey College has purchased from University Loft in the past, in the present, and will certainly contact the company in the future. Attractive, versatile, and solidly made furniture for student residential living is a must; University Loft delivers.

Sincerely,

Brenda Waldrip
Vice President for Student Services