



July 8, 2005

Dear NorthStar,

We recently used your company to move our retail store and distribution center from West Hollywood, CA to Gardena, CA and I am writing this letter to thank your crew for the wonderful job they did. From the moment that I inquired to NorthStar regarding an estimate, we were treated with the up most courtesy and respect. The gentleman who did our onsite estimate, Gadi M. Avigzer was extremely professional and very accommodating. He provided us a fair estimate and indicated that the price would in no way exceed the amount estimated. I contacted several different moving companies, and found an unbelievable amount of unprofessionalism and just downright lack of organization. I was so impressed with Gadi's representation that we were confident in making the decision to hire NorthStar.

STORE LOCATIONS

Hermosa Beach
Las Vegas
Mammoth Lakes
Santa Monica
Squaw Valley

The crew arrived promptly at our West Hollywood location at the set time. They worked quickly and efficiently, taking no more than two hours to move the entire contents of our store into the trucks. Once we arrived at our new location, the unloading was even faster. Every single person working on that crew was diligent and helpful. We would especially like to extend our thanks to Ozan Kerem Ozdes, the foreman and Fontaine Segree whom we feel were absolutely vital in helping to keep things moving along at a smoothly. Both gentlemen were instrumental in this transition for us. It was their hard work which compelled us here at Splash Bath and Body to write NorthStar a letter and let you know how committed your employees are to ensuring that your customers receive the best service possible. On top of all this they were very personable and friendly as well, which helped to ease the worry on a particularly stressful day.

At the end of the day, our actual cost came well below the initial estimate to which we were very pleased to discover that not only had NorthStar provided us with excellent service but saved us money too! In the future should we need moving services, NorthStar is first on our list to contact without hesitation. Thank you again for everything, and please let Gadi, Ozan, and Fontaine know how much we appreciate their contribution in helping us make this transition a little easier.

Sincerely,

A handwritten signature in black ink, appearing to read "Jaime Street", is written over the word "Sincerely,".

Jaime Street
Executive Administrator
Splash Bath and Body, Inc.

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