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February 2nd 2012

Dear Jay,

As painful as international shipping can be, both in procedure and cost, I'm pleased to be working with UBX.

Your rates have always been comparable and it's a relief that nothing has ever been damaged, lost, misplaced, or sent to the wrong location. I have dealt with many hassles when it comes to regular domestic shipping and thankfully I have never had any of those issues with UBX.

Also, you have been prompt when we've had the rare billing error or inquiry, which shows how much you value our business. Basically, you make life easier when it comes to our international shipping.

Thank you again for everything you'd done and I hope you're able to keep our international shipments affordable so we can increase our overseas business this up coming year.

Sincerely,
Jill Ann Bal

A handwritten signature in black ink, appearing to read "Jill Ann Bal". The signature is written in a cursive, flowing style.

Project/ Logistics Manager
Artex Knitting Mills, inc.