



DESIGN DESIGN, INC.

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July 27, 2004

Michael Garrett
Pinnacle Construction Group
560 Fifth Street NW - Suite 104
Grand Rapids, MI 49504

Dear Michael,

I want to thank you for providing us with such a wonderful, positive experience while building our new distribution center this past spring. Wow, you did it. You said you'd get it done and you did. Given the impossible time frame you had to work within, and the horrific weather conditions that kept working against you, you still did it. I have had several occasions to use commercial construction contractors and many have made the promises to stay within budget and to deliver on time. Only you and your company have kept that promise.

I would also to thank you for assigning Tom Bucholtz to our project as our construction manager. He was the perfect fit for us and our organization. He was always pleasant to work with and incredibly efficient. His commitment to get the job done was evident in his work ethic, attention to detail and in his follow through. Please pass on to him our great appreciation and gratitude for all his hard work and let him know what a pleasure he was to work with.

Michael, your integrity, principles and business strategies have clearly disseminated into your entire organization and we have were the benefactors of the professional culture you have created. Please know how much we appreciated all the hard work from you and all your staff at Pinnacle Construction.

When the need arises, know that I will be calling you again.

With kind regards,
Design Design, Inc.

A handwritten signature in black ink, appearing to read "Don Kallil", written in a fluid, cursive style.

Don Kallil
President