



September 24, 1999



To: Augie and Erik Richter  
Richter Industries

Dear Augie and Erik,

I am writing this note to show my appreciation for the fine performance we received from Richter Industries on the Sears Wallpaper Display program.

The deadline was tight, the unit was huge and difficult to handle, and changes were plentiful. Nevertheless, throughout the duration of the run, you were responsive and sensitive to the importance of the units being done right and on time. Erik especially went the extra mile when we needed help, and we are very grateful to him and his staff.

Thank you for a job well done.

Sincerely,

Robert W. Raebel  
Director of Operations

Cc: Roger Wolf, Todd Carmichael, Cele Jezuit, Joyce Recklaus, Baris Taser - FHC

