

Newspaper Agency Corporation

The Salt Lake Tribune



Deseret News

143 South Main Street / Salt Lake City, Utah, - 84111 / Phone 237-2800
Mailing Address: P.O. Box 45838, Salt Lake City, Utah 84145

Dario D. D. DiMare, AIA
President
Dario Designs Inc.
205 Walnut Street
Framingham, MA 01702

January 4, 2004

Dear Dario:

I felt compelled to write you this letter to thank you for the quality job you have provided us on the past few projects and the final big one. We hired you to provide a masterplan, and to produce and procure RFP's for our material handling equipment, presses, and packing/distribution equipment. The final job, the architecture and engineering of our 350,000 square foot production and office facility, is still under way and going wonderfully. It is on time and on budget.

I cannot tell you how amazed I was at the results of your masterplan. You went far beyond our agreement and provided valuable production consulting advice resulting in more than a \$3,000,000 annual savings. This was incomprehensible. We were astounded and are forever grateful.

Dario Designs then saved us hundreds of thousands of dollars in the equipment selection and RFP process. We appreciate this as well.

Finally, you actually fought us, on other issues relating to delivery methods and contracts trying to act in our best interest, trying to protect us from ourselves. The advice we took, we appreciated taking. The advice we did not take, we have come to regret.

David Ehrhardt, Keyin Anderson, and especially you, have always stood by your principals, even when it hurt, even when we pushed you, always trying to do the best you could for us, sometimes in spite of us. You and your team's tenacity and unwavering loyalty to the customer, is an incredibly honorable and unfortunately rare trait.

You have saved us millions of dollars, made our facility more efficient and safer than we thought possible, and provided us with an architectural work of art. The only words I can come up with to express our gratitude are thank you. So, thank you.

Sincerely and your friend,

Joseph H. Zerbey, IV
President & CEO