

Jan. 26, 2004

Dear Darlene:

I can't thank you enough for locating my lost ruby and diamond cross. It is the most sentimental item I own as one of my sons had saved his money to buy it for me. It means so much to me and I'm so grateful to you for finding it. Since it is so small I was amazed that you could locate it in seven minutes over the phone. When I called you I had just returned home from shopping and could have lost it at any number of locations having just been to a Ross store and two Marshall stores. When I got home and realized the cross was missing from the chain around my neck I panicked and called you. The fact that you clearly saw it at the Stevens Creek Marshall store in the front of the store one and a half inches over from the corner of a pile of carpets amazed me. When I returned the next day when the store opened it was exactly where you said it would be. Talk about miracles!

I'm so grateful to get my cross back. You are so good at what you do.

Appreciatively,

 Maya Garnicki

Maya Garnicki
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