



SUMMIT PARTNERS

December 18, 2001

Ms. Randi Skiffington
Interiors By Randi
396 Whittier Highway
Moultonboro, NH 03254

Dear Randi:

How do I attempt to do the impossible, to thank you appropriately for the unbelievable experience Kris and I had working with you on our home at Iroquois? So impossible, in fact, that this letter is many months overdue, an outcome driven entirely by my inability to find the right words to express our appreciation.

When Kris and I decided in August 2000 to purchase a second home in the area, we had a myriad of thoughts running through our heads. Our thoughts (and fears) included how to manage this very large project from two hours and one hundred miles away. I firmly believed that if the house construction project went well, we were home free. Kris, the pragmatist, knew otherwise. She convinced me that what made a house a home was not the two-by-sixes and HVAC and sound systems, but rather all of the special touches in the interior of the house. For us, this home was our dream, and we were destined to see it succeed.

Unfortunately, time was not on our side. We desperately wanted to be in the home by late January so that we could enjoy all that New Hampshire has to offer during the winter months. The developers assured us that they would do their part—the house would be completed on time. However, we were warned that it would be virtually impossible to plan, coordinate and finish the interior design and decoration of the house in four months, the time between signing the papers and the closing. Discouraged, we asked around and were told that only one person was capable of pulling off such a feat—Randi Skiffington.

I remember vividly the conversation I had with Kris after her first meeting with you. “Joe, I think you are really going to like her. She and I spent all afternoon together, she asked questions, listened and really knew my tastes. She told me that she understands that she will need to keep to a budget, and she also knows how important it is to be in by the end of January.” I thought to myself, “She must have tastes just like Kris’—she knows exactly what we need and where to get it.” Imagine my surprise when I discovered you were much more Manhattan than Adirondacks! Whereas we love the rustic country look, you surround yourself in purples, whites and blacks. And thus we

discovered one of your many talents—you adopt the mindset of your clients, even if it is 180 degrees from your own perspective, and you do it well.

The next challenge was ensuring the project would be completed on time. Again, on this dimension, you deserve a perfect ten. In mid October, barely three weeks after meeting with Kris for the first time, you traveled to our house in Massachusetts with more tile, granite, fabric, carpet and wood samples than I had ever seen. You spent the better part of an hour transforming our family room into an interior designer's showcase. You presented us with a professional proposal of furniture and area rugs (all with second options), color photographs and prices. You then methodically walked us through room by room and laid out your ideas in a very organized and extremely efficient fashion. It was then that we saw our project coming to fruition. It is uncanny to think about how many of your initial suggestions we ultimately incorporated into our home—very rarely did we ask you to go back to the drawing board, and when we did, you always came back with something we liked the second time.

During our construction process, you were always available to answer questions that arose from any contractors and subcontractors. You did this with the ability and efficiency to ensure our project moved ahead on schedule. You handled the few snags that we hit along the way with a professionalism and grace that truly earned our respect.

The budget for me was always a principal issue. Fortunately, in you I found a kindred spirit. While not cheap, you were certainly thrifty. You shopped around looking for the best price, always asking the vendors, "Is that the best you can do?" I am happy to say that you came in significantly under budget, and neither Kris nor I feel you scrimped on any detail.

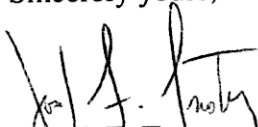
The magic that awaited us on the day we arrived and first saw our decorated home was beyond what words could describe. At that exact moment we knew that every time you had said, "trust me," you were working on this incredible vision. Our new house immediately felt like a home. The smallest details like the huge basket of apples on the kitchen table, the girls' princess pillows and the tasteful Notre Dame memorabilia will prevent me from ever asking Kris again what an accessory is!

You delivered a finished product that is absolutely gorgeous. We truly enjoy our escapes to New Hampshire whatever the season, as you have created a home that feels perfect no matter the time of year. We love entertaining people for many reasons. At the top of that list is the pride we have when people walk through our home and comment on how beautiful it is. You deserve the credit for this, and we are extremely grateful for the four months of your life you dedicated to us.

Just as important, we are also thankful for the friendship we have developed. We very early on recognized that you share many of the same tenets that we hold—dedication, loyalty and an unwavering commitment to doing what you say you will do. We respected you for this from the outset and are glad our professional relationship has evolved into a personal one as well.

In closing, Randi, we are incredibly pleased with the work you performed on our home. You are a professional in every sense of the word. You are also a dear friend, someone whom we hope to know for many years to come. I would be honored to serve as a reference for you whenever you needed one. Please feel free to call whenever you could use our help. Thank you once more for a job very well done!

Sincerely yours,



Joseph F. Trustey
Managing Partner