



Furniture Superstore

April 20, 2016

Rau Management Group
Attention Raymond J. Rau

Dear Ray:

Shirley and I THANK YOU for a tremendous job in the closing out of our Bassett Direct store. You far exceeded our expectations! We cannot thank you and your team enough for fulfilling every promise you made to us at the time of our initial meeting. You promised a sizable profit on the sale, receiving 100% payment for our inventory investment and leaving our building "broom clean" the day prior to our closing on the sale of our 40,000 sq. ft building. Everything went as smooth as a dream.

I was considering conducting the closing sale myself, prior to our meeting. I found that would have been a huge mistake. I would have had all the hard work, worry, problems and realize we would never have been able to keep up with the fast pace it takes to run a liquidation sale. My decision to go with Rau's was, by far, the best decision of my career. Rau group obtained a greater volume, higher gross profit, much greater total net profit on the sale along with selling 100% of my inventory. We chose Rau's because, Ray, you were believable & honest. We are so happy with Rau's results and our decision to go with Rau Management Group.

Having lived in Beaver Dam most of our life, our reputation was of extreme importance to us. The manner in which your team conducted the sale and themselves while living in our community was exemplary.

I cannot believe how your team was able to run the sale right up to the day prior to the ownership transfer on our sold building and have it broom clean the next day. Your people are miracle workers. This allowed us to maximize our sales volume and my net profit. We were extremely impressed in your reaching 130% of last year's sales in 14 weeks. My net income for the sale was 171% of my total of last year's superb net profit....and the best was that we closed on our building two days after the end of our Event. ALL(INVENTORY, TRUCKS, BUILDING) ARE GONE AND TURNED INTO CASH. Another great benefit is that you conducted the complete sale while we enjoyed the comforts of our Florida home and stayed out of your way. No stress, pure enjoyment, and nice checks weekly. THANK YOU SO MUCH!!!

We are extremely happy with the final results of our 20-year Bassett Direct business in Beaver Dam, Wisconsin. It is now history! However we now look forward to living and enjoying life in retirement.

Sincerely,

A handwritten signature in black ink, appearing to read "Dick Warmka", written over a horizontal line.

Dick Warmka