



Mr. Michal Hron
Arkorn architekti, spol. s r.o.
Príbenická 4
CZ-130 00 Prague

Triesen, September 4, 2002

Dear Mr. Hron,

I would like to express my thanks to you and your colleagues at Arkorn for the excellent job you carried out in the planning and supervising of the first SWAROVSKI store in the Czech Republic. We are extremely pleased with the final product in all respects.

I would like to compliment your team particularly in the quality of the work. The store you have built in the Czech Republic meets all of SWAROVSKI international standards and requirements. My colleagues, including the Vice President of Operations and Vice President of Retail, have visited the store and expressed their satisfaction with your work.

In addition, I would like to thank you for always being available, for any unexpected questions or issues that may have come up. Your flexibility and willingness to carry out your work according to our specific requirements allowed for smooth cooperation and completing the planning in time for our store opening.

We will certainly be using Arkorn's services again as SWAROVSKI expands its own retail stores into other cities around Prague.

Mr. Hron, please feel free to use my name as a reference for any future clients who would like to know more about the quality of your work. I will be happy to answer any of their questions and to recommend your company as their building partner in the Czech Republic.

Best regards and my best wishes,

SWAROVSKI AG **SWAROVSKI**
AKTIENGESELLSCHAFT

Nathaniel Carin
Retail and Business Development Manager