

Letter of Recognition

July 16, 2013

CA Heartland Store

Dear Malik Ehsanullah,

Your dedication and personal commitment to great customer service is evident through this customer letter and we would like to thank you for all of your hard work. Your enthusiasm to live by our core values –team, customer, & community, make all the difference. You know the best way to connect with a customer is through great service and respect. Customers are welcomed by your smile and in response they offer their trust and ultimately, their decision to continue shopping with us.

Your desire and willingness to be the best fuel our mutual efforts and help lead our stores and company to success. Your ability to accommodate our guest and successfully meet their needs assures they had an enjoyable experience. Thank you for taking the time to make a difference and contributing to a successful relationship with our customers.

Customer Letter Below-

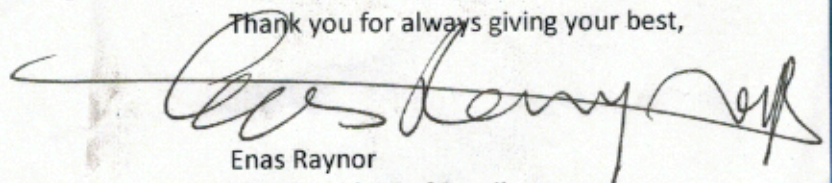
Attila I would just like to say the customer service I had today was very refreshing. I was the person who had the Toshiba Laptop that would not load programs because of Norton. I am happy to say that Firefox is working great and Thunderbird Mail is also working fine. This is what I was expecting from the start. You can also tell Malik(?) not sure of spelling that Office loaded fine for me. I appreciate the after sales he gave as well. I will certainly be recommending TigerDirect after the experience I had. I came back totally frustrated with Windows 8 but I'm happy to say you guys handled it very well. Much appreciated.

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Best Regards

Mark

Thank you for always giving your best,



Enas Raynor

Vice President of Retail