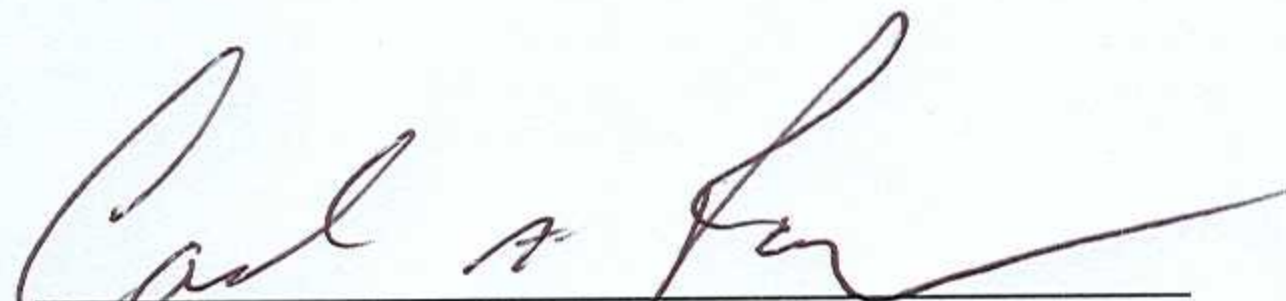


40. I showed Mrs. Carolyn Johnson where and how to access Nordyne's web site (<http://www.nordyne.com/>) for information on our furnace products.
41. On Thursday, September 21, 2006, I received another phone call from Mrs. Carolyn Johnson indicating she wanted to cancel our contract and that she wanted a refund.
42. I explained to Mrs. Carolyn Johnson that I would have a manager call her back from the office next week to discuss her refund demand.
43. Since September 21, 2006, I have received several phone calls from Mrs. Carolyn Johnson threatening to have me arrested for theft and threatening to file complaints on our firm with the BBB and Channel 5.
44. I spent approximately a total of 2.0 hours working with Mr. & Mrs. Ronald & Carolyn Johnson.

Further affiant sayeth not.



CARL RAY

Subscribe and Sworn before me on this 27th day of September 2006.





Notary