



NANCY WEST

interior design

July 27th, 2020

To Whom it May Concern

RE: Fernando Sanchez

In the Spring and Summer of 2014, I worked via email correspondence with Fernando Sanchez, who was, at the time, employed with Uriarte Talavera in Puebla, Puebla, Mexico.

I am an Interior Designer based in San Antonio, Texas with very limited Spanish speaking and/or writing skills. At the time I was custom designing talavera tile for use in two baths and a kitchen in San Miguel De Allende, Guanajuato, Mexico and Fernando was my 'point man' with Uriarte.

I made it clear to him from our initial contact I was not a Spanish speaker ~ which was not a problem as his English was much better than my attempts at Spanish.

Emailing with Fernando made it easy for me to convey my designs and place the sizeable order without any glitches. Our emails consisted of correspondence covering, yet not limited to:

Technical information about the tile

My detailed drawings of the walls, countertops, and specialty pieces using Uriarte talavera

Production updates.

Same goes for the delivery of the product. I connected the local contractor in San Miguel de Allende with Fernando and when the order was completed, she drove to Pueblo to pick up the tile. It was ready to roll when she arrived.

Fernando was always polite and helpful and truly enable this non-Spanish speaker to confidently design and place her order ~ in another country (!) for her Client. And the results? Truly spectacular, if I say so myself!

Bottom line ~ Fernando handled my endless questions and requests over numerous months via email simply beautifully!

Respectfully ~

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