

November 4, 2009

Mark Glies
President
Cartridge on Wheels
4790 Caughlin Parkway
#451
Reno, NV 89509

Dear Mark,

I just wanted to drop you a short note on our overall level of satisfaction with the service that Cartridge on Wheels provides our organization. I have to first qualify that service in today's world is often problematic and time consuming. It seems like the simplest things can take forever to resolve. Having said all of this, I wanted to let you know, that in our opinion, Cartridge on Wheels revolves on the other end of the service spectrum. I will just summarize some of this service excellence in a few instances that I can recall.

We purchased an HP color laser a few years ago and installed it in our facility. It did not take long to learn that this was "one hungry beast". Not only did it have four toner cartridges that cost almost as much as the printer itself, it used them very rapidly, and the reality was that we were only using the printer for black and white. Cartridge on Wheels brought to our attention that this machine was not worth continuing to feed. Was this in Cartridge on Wheels best interest? Absolutely not! However, Mark's number one motto is to do what is right for his customers. In this case, Mark suggested a different black and white printer that cut our per page operating expense by 1200%. This easily saved us in the neighborhood of \$150.00 per month.

Most recently, we encountered an error with another printer and Mark was in our office within the hour to take a look. He discovered a Jet Direct card that was failing. By the following Monday, he was in our office again with another card which he installed and got the printer working again. I said, how much do I owe you, and Mark responded "don't worry about it; I had the card lying around". Is this amazing? Absolutely, but it is the way Mark and Cartridge on Wheels operates. When it comes to printers, Mark knows his stuff and his logical approach will only get his customers exactly what is right for them, not what is right for Mark. We have been using Cartridge on Wheels for over a year now and he is, without question, offering the very best service of any vendor that we interact.

I highly recommend Cartridge on Wheels. They supply toner certainly, but their real expertise is understanding their customers' needs and how to fulfill those needs as efficiently as possible. In our highly fragmented society, this sort of service level is rare, but highly appreciated.

Sincerely,



Mark W. Conte
CEO
iMetabolic