



August 18, 2009

Duane,

I just wanted to let you know how much I have appreciated your help with my office equipment. It is unusual to find a vendor that desires to offer the level of support as much as you do. One of the most impressive things was your focus on looking at my needs from my point of view including how I could get the most out of my existing equipment and not just what you could sell me. But you didn't stop there; you also showed me how I could also save additional money in the long haul with purchasing the right equipment. Based on what you showed me, I have saved hundreds of dollars on cartridges this year alone.

Months later I am still happy with my decisions and your help in choosing the best for my business. I greatly appreciate your support and technical knowledge.

Sincerely,

Phillip Gascoyne  
President, Sterling Bridge