

# Tarbell, REALTORS®

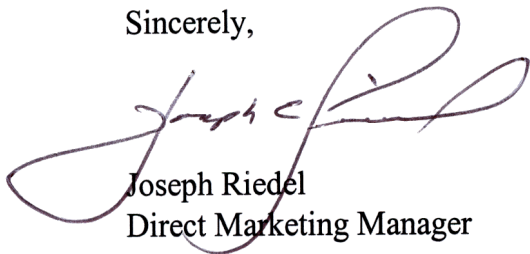
Mr. Robert Ordway  
Print Finishing Solutions  
1420 N. Glassell St.  
Orange, CA 92867

Dear Robert:

Tarbell, Realtors' Direct Marketing Campaign is a vital phase of our company's marketing strategy. As production manager, it is my responsibility to maintain a streamlined conversion process. Integral in this process is the Titan 200 hydraulic paper-cutter we purchased from you in May 2001.

Certain problems are inevitable with all production equipment, however, the key to our success is the quality of the service we receive from our vendors. I would like to extend my gratitude to you for providing the superior technical support of Russell Schmitt and his staff. On several occasions Russell has repaired / maintained our equipment within hours of our service call. His dedication has significantly attributed to our success.

Sincerely,



Joseph Riedel  
Direct Marketing Manager