



Wednesday January 5, 2016

Warren Mitchell
Sales Manager
Global Laser
894 Dufferin Street
Woodstock, Ontario N3S 1Z1

Dear Warren,

I'd like to take this opportunity to thank you for the great service you extend to us at Century 21 Professional Group Inc.

We have many choices when it comes to printer toner in our local market. We use Global Laser because the product is great and the service is even better. Buying our product from a big box store or online may save us a few dollars, but the cost of downtime or damage to our machine would end up costing us more in the long run.

Keep up the great work in the way you service your clients. It makes a huge difference and more companies should follow your model!

Sincerely,

A handwritten signature in black ink, appearing to read "R. Petro", with a long horizontal line extending to the right.

Ray Petro
Sales Representative