

From: Ken Kirschling
Sent: Friday, September 24, 2010 6:30 AM
To: pam@benchmarkds.com
Subject: A note of thanks

Pam:

I'm the guy on Vashon Island who bought the used Workcentre 7132 from you earlier this year.

I just wanted you to know how happy I am with the machine and with Xerox service. What little trouble I've had with it, Xerox made right. And compared to a contemporary typical desktop printer, the quality and speed is far superior – and costs less!

I'm so happy we happened to talk when I was looking for a place to get my old printer repaired – and you were quick thinking enough to suggest this one.

I think how much easier this copier/printer has made several aspects of my new business and I wonder what I'd do without it now.

Thank you.

Sincerely,

Ken Kirschling, P.E.