



July 7, 2010

Sandy Skrabut
Benchmark Document Solutions, Inc.
201 E Chestnut Street
Bellingham, WA 98225

Dear Sandy,

I just want to tell you what a pleasure it has been to purchase my new Xerox Phaser 8560 from you. The first time that I saw this technology from Xerox, I was very impressed with it. The combination of vivid, crisp colors and low cost per copy for this machine is impressive. I am also pleased to be using the Xerox ink stick technology for environmental reasons.

You were very helpful in matching the correct model to my needs and helping me take advantage of all the trade-ins and rebates available on this machine. Moreover, being able to get a maintenance contract from Xerox that doesn't charge a monthly minimum is particularly valuable to me since I have only a one-person office and will be a relatively low volume user.

Please feel free to use my name as a reference in your sales work and let anyone you want know that I used sell Sharp and Samsung equipment, but chose Xerox for my own needs because I like the Xerox technology and maintenance contract and I really appreciate the level of service that you provide.

Sandy, I'm so pleased to be out of the box store throw away machines. I'll never go back. Thank you for helping me to make the transition.

Sincerely,

Myra Harmer
Independent Xocai Representative