



July 30, 2010

Mr. Judd L. Roland  
Arizona Digital Products, Inc.  
7729 E. Greenway Road, Suite 300  
Scottsdale, Arizona 85260

**RE: Your Invaluable Assistance**

Dear Judd:

On behalf of Kay-Kay Realty Corp., I want to express appreciation for the excellent customer service you gave us this morning. As you know, I arrived in the office to find our color copier was out toner, and there wasn't a spare on hand. Although I placed an order with Xerox immediately, I was informed delivery of the replacement cartridge would take 3-5 days. In full panic mode, I then left a message for you (which you returned promptly), and **within one hour** you were at our office with a new toner for us.

Thanks to Arizona Digital Products and your personalized service, our office avoided a major crisis today. We will certainly do our best to avoid repeating such a blunder in the future, but it's a comfort to know that ADP will assist us so quickly in event this type of situation occurs again. Our company would certainly recommend Arizona Digital Products to any firm looking for an office equipment dealer that provides fast, efficient — and personalized customer service.

The speed with which you addressed our request today impressed all of our team members, and everyone is grateful. Thank you for your exceptional assistance, Judd.

Sincerely,

**KAY-KAY REALTY CORP.**

A handwritten signature in black ink that reads "Nan van der Steur". The signature is written in a cursive, flowing style.

Nan van der Steur  
Executive Assistant

/nvds

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