

CAROUSEL PORSCHE

03.02.10

MICKE —

JUST A SHORT NOTE TO THANK YOU FOR GOING OUT OF YOUR WAY TO MAKE THINGS RIGHT WITH OUR SHELVING.

SEVERAL YEARS AGO, STOR LOC REPLACED SEVERAL CABINETS WHICH HAD THIS SAME PAINT/PREP PROBLEM. WE ALL THOUGHT THAT WAS THE END OF IT.

LATELY, THE TWO SHELVES IN QUESTION SHOWED THE SAME PROBLEM. WE LIVED WITH IT, FIGURING THE WARRANTY PERIOD WAS LONG SINCE BEHIND US.

WE WANT YOU TO KNOW HOW MUCH WE DO APPRECIATE YOUR STEPPING UP TO REPLACE THE LAST TWO TROUBLE AREAS. IT IS GRATIFYING TO DEAL WITH A COMPANY WHICH TAKES SUCH A LONG TERM VIEW OF CUSTOMER SATISFACTION — AND WE ARE — AND HAVE BEEN — COMPLETELY SATISFIED WITH OUR CABINETS.

THANK YOU FOR YOUR HELP!

Mark Bueger