

Gerald Marquis

AUTO BODY REPAIR & PAINTING

Quality is our bottom line...

July 31, 2006

Mr. Ryan Perry
The Printer Doctor
3721-B1 Santa Rosa Avenue
Santa Rosa, California 95407

Dear Mr. Perry:

I had a service, at my company, on July 27 for my HP 5000 wide-tray laser printer with Richard. I commend you and your company on the fine work performed by Richard to get my printer operating optimally. He began by properly setting the manual paper size controls on the tray and went on from there in a logical fashion to try and clear up other problems.

After performing a series of cleanings, setting changes, and test runs, he called HP tech support to find out that the problem was not resolvable. The advice was to "trade in and trade up."

Because of the friendliness of your staff when I first scheduled the service call, the integrity and expertise of your service staff, and your personal follow-up, anything to do with printers in the future will be business conducted with your firm. Moreover, I recommend your services most highly to any person or business with a printer need.

Many thanks,



Al Breneman