

CLARK LAW

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Xerox Tri-County Copiers
4510 Rhodes Drive, Unit 230
Windsor, Ontario
N7M 1R4

Attention: Doug Steele

Dear Sir:

Re: Paul Ackermann


Mr. Ackermann came to our office recently to personally introduce himself and do a follow up of our equipment and our satisfaction of same. At the time of his visit we were attempting to dispose of some brand new toners from our previous equipment. There were so many strings attached and so much paperwork to be done just to return the product. With one mention of the corporate red tape to Mr. Ackermann, he made one telephone call and took the toners with him when he left with absolutely no stress to us.

Mr. Ackermann also took the time to identify and review our scanning needs. He ensured proper set up and gave us a mini training session. Afterwards he stopped by our office again to be sure that everything was functioning properly and that all our questions were answered. He has since kept in touch, even with a quick email, to guarantee our satisfaction.

We have found Mr. Ackermann to always be friendly, courteous and knowledgeable and we congratulate Xerox Tri-County Copiers for bringing such an energetic individual into their family, which has overflowed into your customer satisfaction.

Yours truly,

CLARK LAW

Per: 
Lisa M. Clark, Paralegal

LMC