



Di Candilo
STEEL CITY



27th February 2008

Scope Business Imaging
80 Hasler Road
Osborne Park WA 6017

Attention: Dennis Bartulovic

Dear Dennis

As you are aware, we recently purchased a **Konica Minolta C353 Print System**. To date it is proving to be a great asset to our current and future business requirements.

Looking to upgrade our existing colour copier (from another manufacturer) due mainly to unreliability issues involving availability of cartridges, replacement parts and general dissatisfaction with the machines performance, I contacted your company expressing interest in looking at your products and asked to speak to a Representative. I received a very prompt phone call from Heather Buckley who organised to meet with the Managing Director John Di Candilo later that afternoon. The new machine was then delivered and installed ready for operation the very next day (Friday). John then organised for Luke Brennan to come out the following Tuesday to train us on how to use the machine.

We would like to express our sincere gratitude to Scope Business Imaging and your very helpful staff, especially Heather Buckley and Luke Brennan.

Heather was very friendly, professional, informative and enthusiastic about the products she was advertising. Heather couldn't have been more helpful and has continued to keep in contact and offer us useful information ever since.

We would also like to thank Luke Brennan also for his promptness (he actually popped in on his way past while the printer was being installed) and professionalism in showing us the functions of the C353.

We were pleased to learn of your warehouse location in Osborne Park and not Eastern States as with most companies these days, and the guaranteed 2 hour turn around with parts and call outs.

Once again thank you for your assistance and we look forward to a long, healthy and prosperous business relationship with Scope Business Imaging.

Kind Regards

John Dicandilo
(Managing Director)

David Connolly
(QA Representative)