



Scope Business Imaging  
80 Hasler Road  
OSBORNE PARK WA 6017

ATT Heather Buckley

Good Morning

All too often, we are all ready to complain about the standard of service these days.

This is not one of those complaint letters. Quite the opposite in fact. It is nice to deal with a company that cares about its customers and it starts at reception and flows all the way to the back room service back up.

As you are aware we currently have two of your copy machines that have served us well for many years and are about to change one of these machines only because we have a need for colour copies these days. We have had several other Minolta machines from Scope over the years.

We have been looking very aggressively in the market place for a colour/mono copier to suit our business.

After completing our assessment of similar machines in the market place, we have decided to go with the Konica Minolta bizhub C450 machine backed up with a service agreement by Scope Business Imaging.

The addition of a service agreement to back up this machine is a result of the excellent support from Wendy and the service team including toner supplies has proved in past years.

Heather we would like to thank you for your patient persistence and professional approach. A refreshing professional sales approach.

Best Regards

A handwritten signature in blue ink, appearing to read 'D. Stokes'.

David Stokes  
**Administration Manager**  
**Webb & Brown-Neaves Homes**