

COLONIAL SANDSTONE PRODUCTS PTY LTD

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2nd August 2010

Att: Dennis Bartulovic
Scope Business Imaging
80 Hasler Road
Osborne Park WA 6017

Dear Dennis;

I am writing to let you know of our satisfaction in relation to the service provided to us by Scope Business Imaging over the term of our service agreement.

In particular, our most recent experience is an example of this. After experiencing issues with paper jams on our C350 unit, one of your young technicians, Mr Luke Edwards, was sent to attend to the issue. He possessed a polite and professional manner, along with impressive technical proficiency. After solving the issues with the paper jams, we brought to his attention the quality of colour printing on the unit, which while never quite to our satisfaction, had been deteriorating further over time. He immediately offered to have a look at the problem, and after some work examining the colour test print and calibrating the machine, the quality of colour and photo printing was drastically improved; in fact we cannot recall it ever being quite so good. He is no doubt a valued member of your staff and we were so impressed by his meticulous efforts that we felt he deserved some special praise.

Once again we would like to thank you and your staff and would not hesitate to recommend your company to others.

Kind regards,

Franco Serraino