



Dear Chris:

Just a quick note, to thank you for the outstanding way you handled the printing and delivery of our Waterscapes Preview Package.

Your ability to network with our various partners, your attention to detail, along with your clear understanding of our needs from the start of the initial quote request to the on time delivery of the final product was outstanding, despite the tight time constraints that we had to work with.

The personal attention that you paid to this project and our needs, including meeting the courier to assist with the just-in-time delivery, enabled us to roll out our preview package successfully and on time for our Grand Opening of the Waterscapes sales office.

Your customer oriented approach reconfirmed, as always, that Monarch is one of your valued customers.

Looking forward to working with you again soon on more of these projects.

Best Regards
Mirella Sarrapochiello