



HBA

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Dear Charles,

I would like to take a moment and commend Repro Products for the wonderful service HBA has received in regards to the Xerox 510 plotter. We had several problems with the plotter but the service technician, Dexter Taylor was very prompt in responding to our call for support. Once Dexter realized that the problem could not be resolved on-site within a reasonable amount of time, we were advised to email all of our plots to your Midtown facility for printing at no cost. After three days, the problem still had not been resolved, but Repro was quite proactive and installed a loaner printer in our office while ours was being repaired. HBA's experience with Repro Products has been very good and is largely due to the outstanding customer service we have received. We look forward to continuing a fruitful relationship in the future. Again, thank you for the great follow-up service.

Best Regards,


Claudell Wilson