



Austin Office
San Antonio Sales District
The Trane Company

P O Box 18626
Austin TX 78760-8626
TEL 512 416 8822
FAX 512 416 8894

Paul R Snow
District Manager
Commercial Sales

April 22, 2002

1-888-MAGNETS.com
614 Brookwood Lane
Maitland, FL 32751-5115

To whom it may concern:

I began my quest for corporate magnets dealing with a company halfway across the country that cost \$100 more than 1-888-MAGNETS and gave me half the quantity Dan and Terri could for that price. To top it off, they would not change the design of the magnet how I wanted! They wanted to charge me a setup fee, extra for any colors, and it took over a week to get proofs sent to me after making changes.



After dealing with them, I decided I wanted to have all marketing items done locally. Reasoning a local shop would be happy to have our business and would do a good job; in addition, I would have a real person to address if something went wrong. While searching for a local vendor, I found Terri and Dan's website.

I was a little leery of choosing to deal with a vendor who is again, halfway across the country. Dan gave me the names and telephone numbers of a couple of their clients who are located on the West Coast. I called them and they promptly returned my calls with rave reviews. Dan was so enthusiastic on the telephone that after hearing what those clients had to say, I had to give 1-888-MAGNETS a chance.

I am so happy I gave them a chance; they made me look like a hero. It was like having someone local they did such an exceptional job. They came up with a great design idea, the magnets look great and they did exactly what changes I asked without waiting a week to return my request. They did not charge me extra for setup fees or extra colors; I recommend them to anyone who is looking for no hassle promotional items. Dan and Terri are so fast, I felt like I was holding **them** up instead of waiting on them for information at times.

Thanks again, Dan and Terri. I wish you a lot of success; you do such a great job!

Sincerely,

Christa Ferguson
Customer Service