



October 20, 2009

Pro Printers
Attn: David Scott
59 Fairview Avenue
Hudson, NY 12534

Dear David,

KathodeRay Media is a marketing firm that specializes in print and online media, and as such we rely heavily on printers to convey our message. A printer must be able to provide materials that are of the same high quality as KathodeRay's own work, and be willing to stand behind what they produce.

Pro Printers is just such a company. David Scott understands my firm's needs, and never fails to deliver orders on time, if not early. Communication is excellent; we often get a response within minutes to a request, and never wait more than a few hours to hear back. If anyone on my team speaks to any of the Pro Printers staff, the question will be addressed as professionally as if I had spoken to David about it myself.

David is able to provide excellent customer service while at the same time running an environmentally-friendly printing business. It's important to us that Pro Printers goes above and beyond to dispose of harmful print chemicals safely, or avoid using them in the first place. They accomplish this green mission while continuing to price their work fairly.

I would recommend Pro Printers to anyone that needs a printer who is professional, honest, fairly-priced and environmentally conscious.

Sincerely,

A handwritten signature in black ink, appearing to read "Kathleen M. Packard", with a long, sweeping horizontal line extending to the right.

Kathleen M. Packard
President

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(518) 966-5600x101