

**Main Office:**  
*"On the Circle"*  
Box 8, Chatham  
New York 12037-0008



## MetzWood Harder & Insurance

**Sales Office:**  
*"On the Square"*  
Kinderhook  
New York

11-09-09

To: Pro Printers  
59 Fairview Avenue  
Hudson, NY 12534

Dear David,

I would like to thank you for the excellent service we receive every time we place an order for printing. You and your staff make the ordering easy and personable. The quality is always excellent and delivered on time. I would like to especially note, that when you deliver and take the time to actually put my order in our storage closet instead of just leaving it in our lobby, well, that just goes over the top of what we would expect!

One would expect service like that to come at premium prices but your pricing is always reasonable. Occasionally, when we are in a bind and need something done quickly, you and your staff are happy to oblige and get us what we need, when we need it.

It is also impressive of how Pro Printers stays on the leading edge of available technology. We have confidence that our products are being made in the best way possible and in a way that minimizes the carbon footprint our agency leaves behind.

We look forward to many years of doing business together and would be glad to recommend you to any who need an outstanding printer.

Respectfully,

Joann Dixon  
Office Manager

**Your "Value Added" Insurance Agency**

(518) 392-5161 • 758-7272 • (800) 635-7170

Fax (518) 392-5143 • E-mail: metzwood@metzwood.com • Off-Hour Emergency: (518) 392-5900

**Home • Auto • Business • Life**