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**From:** puraflo@sbcglobal.net  
**Sent:** Thursday, August 24, 2006 1:31 PM  
**To:** Sales@Fillers. Com  
**Subject:** Customer Service

August 24, 2006

INLINE FILLING SYSTEMS, INC.  
ATTN: Sam Lubus  
216 Seaboard Avenue  
Venice, FL 34285

Dear Sam,

I apologize for taking so long to get back to you. I have been out of town for a few days and just covered up my first couple of days back. Business is great!

As I have expressed before, I feel that you and your employees have done an unbelievable job with regard to customer service. Granted, between engineering problems, maintenance problems and training issues, there have been some very trying times. However, in over 30 years of business, I can truthfully say that you and your entire staff have far exceeded anyone or group that I have ever been affiliated with. You have honestly restored my faith in the saying that "A man's word is his bond." You have fulfilled every promise that was made before the sale and after. In this day and time, to find a company with the owner and employees such as yours is a rare find. Thank you!

I have instructed Iris to follow ALL guidelines with regard to ordering extra parts and to implement a rigid maintenance program as advised by Jay and Ernest. I have personally helped bottled over 1,000 cases of the 20 oz. sport cap bottles and the smoothness of the machine and speed is remarkable compared to what it was before Ernest came last week.

Every company, including my own, always has references that we use to tell potential customers how great their products and services are. I personally have checked references on companies in the past and have been amused at how "sugar & spice" the reference talks about the vendor. They act as if there has NEVER been a problem. You know, as well as I, that references like that are too fake. The real credibility is how a client is treated after the sale and in the time of problems.

I have had great success at times with your machine and at others, I felt like my world could end. However, you have never strayed from your original commitment. I can assure you that if anyone ever asked about my experiences with Inline Filling Systems products or the company's integrity, you will receive an A+.

Thanks again for your sincerity and commitment to making sure your product exceeds your client's expectations.

Sincerely,

Rocky Raspberry  
President Pura Flo Corporation

PS: Go out and buy the emperor some really fancy clothes. He deserves them.

cc: file