

Brennan Buick Inc.

"Quality Park"



2021 RIVERSIDE DRIVE ■ P.O. BOX 11935 ■ GREEN BAY, WISCONSIN 54307-1935 ■ PHONE 920-436-4940

Jan 10, 2000

To: Randall S. Johnson
Owner
U.S. Lamp

From: Marc V. Hagerstrom
Maintenance Supervisor
Brennan Buick-Isuzu

Dear Randy,

The purpose of this letter is to thank you for your knowledgeable help, good service and competitive pricing in the past.

As you know, I am contacted quite frequently by other companies who want to sell me their lamps and lighting products. Most offer lower prices for "comparable" lamps and ballasts and "excellent" service. It is with great confidence that I explain that I work with U.S. Lamp and have no desire to change that. You and your well-trained team have always been available to answer my questions and resolve my lighting-related problems. I have gained considerable knowledge through you and your team, which allows me to perform my job more efficiently and make well-informed, cost-effective decisions for my company. The service you supply "after the sale" cannot come with a dollar figure attached.

In closing, Randy, feel confident that the business relationship we share shall continue well into the future.

With sincere thanks to you and your team,

Marc V. Hagerstrom

P.S. Should you wish to use this letter as a reference, please feel free to do so.
I am also available by phone.

