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**Advanced Office Solutions  
189 South Service Road  
Grimsby, ON L3M 4H6**

**Attention: Brad Sebrosky  
Graphic Arts & Strategic Accounts Specialist**

**Dear Brad:**

It has been approximately one and a half years since we purchased our Xerox WorkCentre 7665 and I am happy to report that we are as enthusiastic today as the first day it arrived at The Pen Centre administration office.

Being creatures of habit, we were a bit nervous about the switch from the Canon Copier which we had used for almost twelve years to a Xerox WorkCentre. Once training was complete, there was no turning back. We have made use of every option the WorkCentre has to offer. To our great delight we have the capability to do many printing jobs in house that traditionally we had to outsource. Colour quality and clarity are constant from first print to the last regardless of the number of copies printed. The cost savings going to the WorkCentre and abandoning our desktop printers is substantial with regard to toner and repair.

Your knowledge and professionalism played a huge role in our decision to purchase the Xerox WorkCentre. Your continual commitment to outstanding customer service by checking in on us periodically is truly appreciated.

Thank you again for introducing us to the wonderful world of Xerox!

Regards,

A handwritten signature in purple ink that reads 'Marina Horner'. The signature is written in a cursive style with a large, circular flourish around the letter 'M'.

**Marina Horner  
Pen Centre Administration**

