

REUTHER

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Reference for Com Doc

To Whom It May Concern:

Reuther Mold has been under contract with Com Doc since March 2007. We came to Com Doc following a disappointing experience with our previous copier company. I was introduced to Com Doc when a salesman made a cold call to our office. We were in the process of taking bids for a new copier contract, so his timing was perfect. Rick, our salesman, put a significant amount of effort and care into learning about our copier needs as well as trying to understand the problems we'd encountered in the past. I quickly discovered that the service we had been receiving was far inferior to the services Com Doc provided. Rick put together a proposal for us taking all of our concerns (service, budget) into consideration. Com Doc then invited us to see their facility and to present the proposal to us. We were impressed by their professionalism and the lengths they went to in order to earn our business.

Once we had accepted their proposal, the new copier was delivered and installed in a timely fashion. Com Doc technicians stayed on site to make sure the copier was working properly. Rick calls frequently to check in with me to make sure we are still satisfied.

Thus far, we have not had to call for service for the machine. We have continued to network company computers to the copier so they can print to it. To do so, I have called the help line and both times, the Com Doc technician stayed on the phone with me for over 40 minutes each call instructing me how to make the computer network ready and compatible with the copier.

In addition, we have had tutorials given by Com Doc personnel to help new employees learn how to use the copier. These tutorials are always free of charge and well received by our employees.

Over all, I am extremely pleased with Com Doc. I would highly recommend them to anyone. Their sales, service, and customer care teams are first rate.

Please feel free to contact me for additional information.

Regards,

A handwritten signature in cursive script that reads "J. Hartzfeld". The signature is written in a dark ink and is positioned above the printed name.

Jessica Hartzfeld
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