

Letter from customer to StrombergBrand

From: Chris Martin [mailto:chris@adwoodcm.com]
Sent: Thursday, October 04, 2007 3:54 PM
To: nancy@strombergbrand.com
Subject: SPAM-LOW: fantastic customer service
Importance: High

Nancy,

I would like to tell you Thank You for the BEST Customer Service I have had in such a long time. Our company had a rush order that we needed in 4 days. After we placed the order our customer called and told us they need the order in 3 days. I called you to see if you could help us out with such short notice, but I must tell you I was prepared to lose the order, oh and by the way, this was our first order with your company.

To my amazement I did not get the answer I was prepared for. Your answer was YES! It could be done.

Thanks for all of the Great Customer Service. You now have 1 more new customer on your team.

Chris Martin
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