



---

**2451 Cumberland Parkway  
Suite 3505  
Atlanta GA 30339**

July 27, 2018

Jesse Long  
Milner  
5125 Peachtree Industrial Blvd.  
Norcross, GA 30092

Dear Mr. Long,

I have to thank you for all your support and assistance you gave me in my endeavor to get a reliable office copier. It took over a year and you listened to my frustrations with all the problems I had with the old machine I had for the 15 months or so I owned it. When it failed to power up when I needed to scan and e-mail a couple of documents, you answered the call.

Scanning and color output are central functions that I need to keep my office running so there was a degree of urgency when the old one finally failed. You quickly sent me an updated proposal, explained why your recommendation was a better choice than my last one, and walked me through the process. Milner and you were able to get the copier I wanted quickly. When the installation techs were booked, you personally brought the new machine to my office to expedite the process – and hauled away the old one.

It went to work immediately. Getting the last details set up was a breeze and within minutes, it was making my life easier. After working for more than a year with a machine that I couldn't count on, it's a huge relief to have a machine works like a charm. Jesse went above and beyond to make sure my company's needs were met and get me the critical office equipment I needed as fast as possible. My office is running like a well-oiled machine ... at least as far as color output and scanning.

Best regards,

Mike Smith