

Sandy Boyd  
216 Charles Street  
Clyde, NC 28721  
December 3, 2008

Cassie Nelson  
Image Solutions  
12 National Ave  
Fletcher, NC 28732

Dear Cassie:

I just wanted to take a moment and thank you for your incredible customer service. Here at the Instructional Technology Center for Haywood County Schools we have been so pleased with Image Solutions. Every time we have a need you are so quick to respond. We have never had an issue that has been unresolved. Even when we decided to upgrade our copier and had to transfer everything over--you were here making sure it all went smoothly and we were all taken care of. And as our questions came up you helped us find solutions and never made us feel like it was a silly question.

I would (and do) highly recommend Image Solutions to anyone who has any type of copying/printing needs. When our schools call with questions on their own Image Solutions machines we simply tell them to 'just call Cassie, she'll take care of it'.

Thank you,

A handwritten signature in black ink that reads "Sandy Boyd". The signature is written in a cursive, flowing style.

Sandy Boyd  
Haywood County Schools  
Instructional Technology Center