

Stellar Business Solutions Inc.

(Vancouver Office Address)

February 18, 2013

Ms. Antonia Willes

General Manager

Dasante Financial Management Group

(Toronto Office Address)

Dear Ms. Willes

I sincerely apologize for the late delivery of four LaserMark 508KL copiers to your office and the inadequate customer service that Mr. Richard Montsion received. We understand that it was critical for you to receive the copiers on February 8th as planned. Although this is the first time that Stellar Business Solutions has had a late delivery in six years, the event is unacceptable and does not meet our standard of outstanding customer care. The Dasante Financial Management Group is among our preferred clients and we take the inconvenience and distress that we caused you very seriously. Please accept my assurance that such an incident will not occur again. A cheque is enclosed for the \$357.00 you were required to spend on photocopying and printing and we have credited your account with the February Platinum Service fee of \$1825.00.

After speaking with you on February 14th, I immediately investigated the situation. Our sales representative Carole Bryers booked the installation of your copiers for Friday, February 8th. However, bad weather delayed the Stellar delivery trucks from Calgary that were to arrive in Vancouver on the afternoon of Thursday the 7th and they didn't get here until Friday night. When our staff picked up your old copiers on Friday afternoon, they were still unsure when the trucks would arrive and Mr. Montsion had left the office. Our Sales Representative Carole Bryers would certainly have contacted you about the delay on Friday morning, but her father died late the night before and she was already on her way to England for the funeral. She emailed Nicole Sampson to handle her accounts, but Sampson didn't receive the email until the afternoon.

As Stellar doesn't deliver on the week-end and Monday the 11th was a holiday in B.C., we had a substantial back-log on Tuesday morning. Ms. Samson was overwhelmed with messages and was not as considerate as she should have been when she spoke to Mr. Montsion. She has been appropriately reprimanded and asks me to pass on her apology.

Feedback from clients such as Dasante is valuable to us, as it helps us to customize our products and service to your needs. To avoid similar delays in future, we will now be offering our Platinum Level clients delivery and installation on the week-ends. In addition, we did not consider the affect that the new British Columbia holiday Monday would have on clients who conduct business outside of the province. Our customer service representatives will now be required to inform our clients about all service delays and holiday closures.

We look forward to maintaining our relationship with Dasante and continuing to provide you with state-of-the-art products and premium services. Please contact me at your earliest conveniences if you have any further questions or concerns.

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Sincerely,

(Signature by hand)

Christabel Zhang
Regional Customer Service Manager

Enclosure: \$357 Cheque