



THUNDER BAY  
ART GALLERY

Sunday, June 21, 2015

Ms. Karyn Loree-Spacek  
Thunder Bay Xerographix Inc.  
[Karyn@tbaytel.net](mailto:Karyn@tbaytel.net)

Dear Karyn,

You asked me to express my thoughts on our relationship and our satisfaction with Thunder Bay Xerographix Inc. The Thunder Bay Art Gallery is a very satisfied customer/client.

During the pre-purchase time when we were looking at several copiers, the Xerox staff was helpful to the point of allowing us to try out the machine for a few months and yet was not so aggressive in their style of selling that we felt pressured. We were assisted in making the appropriate choice for the Gallery.

After our purchase, the Xerox staff spent a great deal of time training our staff (and particularly me) to operate the machine efficiently. Over the past three years, they have continually offered assistance when I have had any difficulty with a particular job. Also, on a few occasions when I have needed a toner cartridge before my order arrived, the staff has borrowed one for me from another client and on one occasion even offered to print my job. This is service that really goes beyond what one usually expects.

The copier has worked well. Naturally, there have been times when things have gone wrong, but the tech staff has arrived quickly and has very efficiently fixed the machine.

It goes without saying, that when it is time to look at a new copier, the Gallery will look to Xerox first.

Sincerely,

Brenda Gilham  
Administrative Assistant  
(807) 577-6427  
[blgilham@theag.ca](mailto:blgilham@theag.ca)