

**BLOCKBUSTER**

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15<sup>th</sup> September 2004

Reface Industries  
32 Townshend Rd  
SUBIACO WA 6008

Dear Warren & Staff,

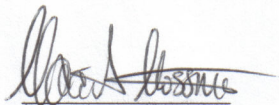
WOW!! What a fantastic service you provide. We are so impressed by the results and the GREAT Customer Service we receive every time.


When we bought our store in July, we discovered about 400 DVD's and Games that were scratched and not earning us any money. We thought that these were completely useless and we would just have to kiss them all goodbye as we honestly did not think that they could ever be repaired. So we presented you with the challenge and sent them to you thinking nothing ventured, nothing gained. Now who is laughing???

Out of all the discs we sent to you only 10 were sent back "unrepairable". These all had chips and cracks in them so were not repairable anyway. We were very surprised indeed and extremely happy with the result.

So we want to thank-you and will take our hat off to you for a brilliant result and look forward to having a long lasting relationship with Reface Industries.

Yours sincerely,

  
Maarit Mossman

  
Darren Mossman