



**RW Smith & Co.**

*Controlled Environment Rooms*

August 27, 2007

Attn: John Sandall  
Imperial Manufacturing, Inc.  
2271 N.E. 194<sup>th</sup>  
Portland, OR 97230

RE: Customer Feedback

I have been ordering insulated panels for several years and I have yet to work with a company that will keep me updated on a regular basis, upon project start-fabrication-completion and shipment. Everyone I have ever worked with at Imperial has been knowledgeable, friendly and willing to take an extra step with whatever needs I have at the time. Their customer service level is by far the best I've encountered. Here are just a few points that I think makes Imperial #1 in customer service:

- The staff is incredibly helpful throughout the longevity of our project. Everyone that makes customer service such a positive experience is knowledgeable, friendly, and willing to go the extra mile to satisfy your needs.
- I appreciate that a manager will come out and meet with you just to get acquainted and have a small informational meeting with you.
- Imperial is the first in the running to quote a project every time.
- We are kept updated weekly on the progress of our orders.
- We are informed of expected shipping and delivery dates on a weekly basis.
- We are provided with submittal drawings in a timely manner for approval.
- The turn around time from quote to completion is usually very fast which works well with our demanding time tables.
- Our account manager is on the ball and doesn't hesitate to contact us with questions or clarifications.
- Our account manager answers any questions I have about their product, fabrication process, and/or any specific inquiry I may have.
- Our account manager is always willing to go the extra mile to make sure our product is delivered on time.

Thank you for such wonderful service!

Lynnette Forshay  
Project Engineer  
R.W. Smith & Co.  
Controlled Environment Rooms