



The  
**Jewelry  
Mechanic, Inc.**

A Custom Gallery

February 8, 2006

Mr. Henry Barney  
B & D Sales Corporation  
19 Fifth Avenue  
Cranston, RI 02910

Dear Henry,

Thank you so much for the quick response to our near disaster with the laser welder a couple of weeks ago. When it was noticed late on a Friday afternoon that the laser was on but not operable, a wave of panic went through the shop. Your unexpected call on Saturday helped to calm the crew, and when the parts arrived on Tuesday, it was relatively little time before the old girl was up and running.

It is funny that six years ago when we purchased the laser, I could not understand how something so expensive made sense in our then small workshop, but as I have told you over the years, it did not take long for me to understand what a life saver this machine would be to our company. I have always referred to it as our quiet employee. It sits in the corner working all day—no complaining, no whining, no excuses, no payroll or payroll taxes—just perfect work every time!

When we purchased the laser, it was only Mike in the shop. Six years later, we have two more full time goldsmiths, and several goldsmith friends who use the machine all the time. It was true panic when the machine went down unexpectedly. No one knew what happened, so that made the worry all the worse. When Mike spoke to you and you did not sound overly concerned, it really helped to quiet the worry.

Thank you for having a company with such a great product, but more importantly thank you for standing behind your product and your customers. Many companies would have said "you are out of luck" since the warranty expired five years ago, but that has never been the attitude of B & D. We think you have an awesome product, and we think the world of you and your crew.

Respectfully,

A handwritten signature in black ink that reads "Jo Goralski". The signature is written in a cursive style.

Jo Goralski  
Vice President

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