

The Wright Touch Co., Inc.

**P.O. Box 561
Arnold, Mo 63010**

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RoyaLab / Steve Feldman

I have been purchasing product for my business from RoyaLab for over a decade now. I am very pleased with the service, and customer support I receive from Royal. In the beginning years of my business I cannot say that about the other companies that I had dealt with.

Steve is my sales guy, and what can I say about Steve?? We have been through A LOT TOGETHER!!! Steve knows me, and my needs. No, it's not always been easy, but in the end all things work out. I know Steve has, and will go above and beyond to make something happen when there is a need.

Tom in the billing and finance department has been very good to me. Being a small business owner cash flow always seems to be an issue. Tom has gone above and beyond to keep my account in good standings. There have been several times I needed a piece of equipment, and Tom floated payments out longer then he probably should have. I owe him a big thanks.

Mike and Chuck in the new **first class** show room and service center are just down right amazing. The new center is very accommodating, and very nice. Like I said first class. Mike just knows his stuff and has always been very nice, and helpful. Mike just tells it like it is, and I like that a lot!!! Chuck has always been very helpful with service. Always on top of things.

The warehouse and delivery team do a great job. I have had the opportunity to get to know some of the guys, and they are just good guys. They are always willing to help at any given time.

I am the owner of The Wright Touch Co., Inc. I would recommend RoyaLab to any other business that was in the market to service their needs.

Thank You,

Terry Wright
President