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155 Philips Road Exton, PA 19341 - U.S.A.

To: Premier Veneers	From: Brian Harkins
	President
Attention: <i>Jeff Donius</i>	
Fax No: (360) 824-7776	No. of Pages: 5
REF:	Date: July 25, 2008
CC.:	

Mr. Donius,

Please find documentation regarding your purchase of Part#195.1100 / Vacuum shrouded Mini Grinder.

It has come to my attention that you are claiming negligence on the part of Novatek by not supply Wrenches and other parts for this tool upon purchase.

You have been made aware that the tool in question comes with a 1 year warrantee.

You claim the tool was purchased in January of 2004.

If you would please reference the enclosed sales order, you will see that the tool was purchased in 2003, making it 5 ½ years old. It was not a display model and shipped directly from our warehouse. Please refer to the enclosed invoice 36093.

You claim to have paid for this tool at full price where it is documented you received a 25% discount. Novatek prides itself in providing the highest quality products as well as the highest level of customer service. We have phone records that document hours spent on the phone with our sales staff regarding a product purchased 5 ½ years ago.

Novatek has had no business dealings with you in excess of 5 years.

In recent communications, you are claim that you are planning to file a complaint against Novatek Corporation, as is your right.

We wish to inform you that we will vehemently and aggressively defend ourselves against any claims that are unfounded.

We are proud of our record of service in our industry and if we are made aware of any unjust, false, unfounded, or slanderous claims against Novatek Corporation, it will be our unfortunate obligation to peruse this through Legal Channels.

Any future action will be handled directly by said representation.

Thank you,

Brian Harkins.