



PIRTEK ALTAMONTE SPRINGS
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Dear Gwyn,

Beverly and I wanted to thank you for the lovely plant sent when we opened Pirtek Altamonte Springs on October 17, 2005. It is healthy and green and hopefully we can keep it that way for a long time!

Mostly I wanted to take this time to thank Pirtek USA for all of their support and time during these last months. Your office staff has been more than patient and helpful with the many phone calls we've placed through them. Karin saved us on many days in more ways than I can even count. She was always there to help give us direction when it appeared we didn't have a clue where to go next. All of your training staff as well as Georganne and Desiree were so informative and always assisted us when ever needed. And of course Kevin and Scott, I think they are both genesis.

Our gratitude also extends out to Paul Stewart – wow – what a job he did on the installation of our shop. He was always professional and such a hard worker. Then we have Jamie Volks, Paul Bowes and Mike Sweeney who really saved us that first week. It gave Beverly and me such peace of mind knowing they were here helping our technicians and myself in the opening of our center, and continue to be here, one or all of them daily. I know their tenure will end with us soon and words can't express our gratitude.

Of course Gwyn, we can't finish without thanking you. From the moment we made our decision to join the Pirtek family you have given us support and knowledge many times over. We look forward to a long, successful and profitable business and will insure every effort to make you and Pirtek USA proud of Pirtek Altamonte Springs.

Ray and Beverly Rettinger
Pirtek Altamonte Springs

P.S. Thank you, thank you, thank you for Pirtek Bob!!!!

Two handwritten signatures in blue ink are present. The first signature, on the left, is a cursive signature that appears to read "Ray Rettinger". The second signature, on the right and slightly below the first, is a cursive signature that appears to read "Beverly Rettinger".