

THATCHER COMPANY OF CALIFORNIA

12020 Woodruff Ave, Unit C, Downey, CA 90241

Phone (562) 803-0563

Fax (562) 803-8697



Specialty Chemicals * Photo Chemicals * Industrial & Institutional Cleaning Compounds
Water Treatment Chemicals * Medical Items & Specialties * Industrial Chemicals

July 26, 2010

Miles Chemical

Attn: Dan Zinman
12801 Rangoon St.
Arleta, CA 91321

Dear Dan,

I am writing this letter to thank you and everyone at Miles that helped me to prevent a customer from having a plant shutdown.

Dan, I am especially grateful that you answered my text at **8:30 pm on a Friday night** and followed through with me until midnight!! I also appreciate the follow-up early Saturday morning and being able to accommodate another pick-up by 10:00 a.m. You guys went above and beyond the call of duty and helped me look like a hero to my distributor and their customer. They were in danger of having to shut down what amounts to a **\$3000 per hour** operation, but thanks to your availability and quick response, that costly option was averted.

I am glad that I have a second opportunity to work and develop a relationship with Miles Chemical, and I hope I have the opportunity to help you out in the future as well.

Sincerely,

Phil Fetto
Account Manager
Thatcher Company – California
philipf@tchem.com
562-587-7364 cell

CC: Anthony Miles
Michael Miles
Craig Thatcher
Ron Henricksen

PF/pf