



February 16, 2009

Re: New **T.R.U.E. Test®** Distribution and Transport Packaging

Dear Valued Customer:

We are pleased to announce two exciting changes that will affect the distribution of the T.R.U.E. Test product:

1. **Distribution from Arizona**- Effective February 17, 2009, all distribution of T.R.U.E. Test will be managed through our Phoenix, Arizona facility.

What this means to you:

- **Improved customer service**- Moving the distribution to Phoenix will allow us to accept your T.R.U.E. Test orders until 4:00PM (MST) and still ensure that your product will arrive between 8:00 AM and 5:00 PM the next day, at no additional cost to you.

2. **New and Improved Shipping Packaging**- Effective February 16, you will receive your T.R.U.E. Test orders in more streamlined shipping cartons.

What this means to you:

- No more bulky Styrofoam boxes
- Less packaging waste
- More environmentally friendly packaging
- Maintained shipping temperature compliance

As always, we welcome your comments regarding these changes and thank you for the opportunity to serve you.

Sincerely yours,

A handwritten signature in black ink, appearing to read "James P. Lanphere". The signature is stylized and written over a horizontal line.

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