



October 2, 2007

Espresso Etc!
Attn: Howard Heller
26895 Aliso Creek Road, Suite B141
Aliso Viejo, CA 92656

Re: San Diego Distribution – Dale Franz & Team

Mr. Heller,

Our firm purchased two (2) Aroma 5500's from your organization in June, and have enjoyed both machines intensely. When our firm began looking for a coffee machine to purchase that allowed various beverage selections and minimal wait time, our choices were very slim. Until we came across Espresso Etc! and its line of Aroma machines.

From my first email to inquire about the various types of machines and beverage options, Mr. Dale Franz was more than happy to answer my questions, give me prices and even left one machine in our office for us to try. Mr. Franz and his team are always quick to answer our questions and never hesitate to come to our office and check on how we are enjoying our machines and always give us new beverage ideas.

Since purchasing the machines our employees have saved money and look forward to that fresh cup of high quality coffee every morning. The machines have also given our firm a higher quality of service to our clients, as we can now offer them more than just water and regular coffee at meetings.

I know that if we all could afford one, every person in our office would want one of these machines in our homes. Thank you for producing a great machine and offering even better customer service.

Sincerely,

A handwritten signature in black ink, appearing to read "Angel Martinez", written in a cursive style.

Angel Martinez
Asst. Office Manager