

Sent: Thursday, May 04, 2006 3:01 PM

To: Aaron Ramirez

Subject: My Compliments On Your Outstanding Customer Service

Aaron,

I'd like to recount my recent experience with Bird-X for the benefit of shoppers who may not be familiar with your dedication to customer service.

A few months ago I purchased some of your products that did not perform up to my expectations (a battery life problem). I asked for a single replacement item because I could not find a receipt to prove a second item was within warranty. You willingly replaced both items, at no cost to me, with upgraded items that met my needs. Thanks for your excellent service.

John M

You have my permission to post this message on your web site.