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To: B+B Supply Offices
Attn: Repair + Exchange Program
PO Box 517
Morgan, PA. 15064

I have been using Monarch Price guns for 30+ years. Why? Because they are durable, dependable and just a great product that I use almost daily. When I went into business for myself as a treasure broker, antiques dealer, appraiser and liquidator of large collections and estates I knew Monarch was the ONLY brand for me. I use your price gun ~~for~~ in so many different ways and is my go to tool that I can't live without.

I have never used your repair + exchange program before. In the past when my price gun would break I would use that as an excuse to buy a new upgraded model but this morning my "Old Faithful" Monarch 2 line #1136-01 finally died on me at the worst time possible. I am under contract and a strict deadline to have a huge inventory of antiques appraised, coded and priced ^{for} a museum liquidation. I stand to loose a percentage of my commission for each day I go past the deadline. After being ill and off work for the past 7 months, replacing

a price gun is not in the budget and I have no desire to upgrade this time. I called around my area and discovered I could not buy the same model locally even if I could afford it. With little to no options left (except to ~~to~~ hand write thousand of price tags over the next few weeks) I called your company and spoke to your representative, Dave about my problem and he gave me all the details about your repair + exchange program.

I must say your exchange program is a honorable and wonderful solution to offer your customers. I wish more companies would follow your lead. This turned out to be an unexpected fix to a huge problem in my world. I had completely forgot that you offered this service and really didn't know the details about the program until today. The turn around time frame to receive a replacement does concern me due to a ~~fast~~^{fast} approaching deadline but I have no other choice. I am putting my complete faith in your company. ~~You make~~ You have wonderful customer service, you sell great products that you stand behind, you have been around for many years and your a rare find in business to talk to a real person ~~on the~~ when

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a customer calls. I also like the fact that you ship items in recycled boxes. So please, do your best to not let me down. As long as I receive a replacement price gun no later than Aug ~~2nd~~^{5th}, 2015 I should be able to complete my duties and meet my deadline on time. If you find any reason why you don't think I will have a replacement gun by Aug 5th please contact me immediately.

On a slightly different note - in addition to a broken Monarch 1136-01 gun I also have 3 Monarch 1 line 1110-01 and 1 model 1110-03 OLD-OLD (yellow in color) price guns that myself + staff used years ago before we were required to inventory or code each antique item we appraised or priced. 3 of these guns have the same problem as ~~the~~^{my} 1136-01 2 line has (the 5th band from the left is free spinning + will not print any number). I will be sending the 1 line 1110-01 + 1110-03 in for repair + exchange at a later date. I do have 1 Monarch 1 line 1110-01 that took me all evening to get back into alignment and stay in alignment but it needs a new ink roller. I was hoping you could send me a new ink roller for a Monarch 1 line Model # 1110-01 and charge it to my account at the same time you charge

the repair + exchange fee on my credit card.

In closing I would like to take the time to personally thank you for offering a less expensive option to replacing a must have tool for my business, it is greatly appreciated. Also thanking you in advance for ~~your~~ providing an outstanding high level of service, hardwork, decitation and @ hopefully a quick return on a rebuilt Monarch 1136-01 gun and a Monarch 1110-01 ink roller. The above mentioned qualities are rare to find when dealing with any business in todays world. I am delighted to find a few businesses still understand what real customer service is all about.

Proud to be a B+B Supplies Customer

Sincerely,
Elten Buzzard

Prefer Telephone Contact verse email Contact.