

# Bath & Body Works

7 Limited Parkway Reynoldsburg, OH 43068

Jerry Greenspan  
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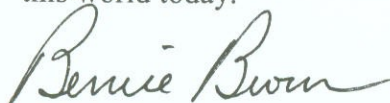
Dear Jerry,

I would like for you to know how impressed I am with you and your company. First, let me say in today's world of persuasive sales and deceptive practices you really stood out as someone who is honest and knowledgeable about fitness products. I came to you in regards to a Spirit Treadmill my wife and I purchased several years ago that had a slight tear in the belt. At this point you could have deceived me by pushing the sale of one of your treadmills due to ours being obsolete. Instead you took a lot of your time to thoroughly explain the mechanics of the Spirit machine and the full compliment of options that I had.

You then indicated that it would be wise to have a knowledgeable technician examine it first before investing in a new \$4,000 piece of equipment, this is what separates you from others in the business. You did not have to let me walk out of your store and later discover (with the technician) that our treadmill was perfectly fine with the exception of replacing a belt and some maintenance. It takes courage and honesty to do this as a business owner. Most would have chosen the easy route to make a quick buck and hope to never see me again.

When the time comes to replace our current treadmill there is only one place that I will go to purchase it – the Exercise Equipments Experts. I have faith that you will be honest and forthcoming about all aspects of the machine and its purchase. I would believe that you have my best interest at heart and are willing to do the right thing with the purchase.

Thank you for your honesty and integrity, they are qualities that seem to be very rare in this world today.



Bernie Brown  
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