

August 15, 2005

Jeff Levine -- Fitness Brokers 16449 Haskins Road Bainbridge, OH 44023

Dear Jeff,

I would like to take a moment and express our deepest appreciation to you and your staff for assisting us with the development of our new fitness center and weight room in the Coleman Sports Center here at Hiram College.

With the development of our new fitness center and weight room your recommendations on our equipment purchases has provided us with quality and value which is rare in today's market. I appreciate you working so diligently with us to review all aspects from design planning to equipment purchase for our new facility. We expect that our students, faculty and staff and community members are going to be very satisfied with the equipment and functionality of our new facility.

As a testament to you and your staff, the equipment we purchased from you 13 years ago was still in excellent condition despite heavy use from our college population. The maintenance program you developed for us was the primary reason our equipment functioned so well for so long and your staff has always been responsive to our needs and quick to remedy any problems. We certainly plan to continue with this program.

I would also like to comment on the exemplary service we have received. The knowledge of you and your staff, your customer service and your problem solving ability are the perfect package for anyone in need of fitness expertise. With your integrity and longevity in the fitness business I would highly recommend you and the service of your company to any organization. Please feel free to have anyone contact me as a reference and resource.

We thank you for your support and assistance in the development and maintenance of our fitness center.

Sincerely,

James W. Johnston, MS, LAT, ATC

Assistant Athletic Director/ Head Athletic Trainer

Office: 330-569-5351 Email: JohnstonJW@Hiram.edu

DEPARTMENT OF ATHLETICS AND EXERCISE/SPORT SCIENCE