



Mr. John Bartelt
Bartelt Aviation
1301 West Lafayette Street
Sturgis, Michigan 49091

March 15, 2010

Re: Purchase of N8311N

Dear Mr. Bartelt;

I would like to take this opportunity to thank you and your staff for providing an outstanding service. As you know I am or rather "was" completely clueless about the process of purchasing an aircraft when I contacted you. You have demonstrated great patience, and shared with me with your knowledge and experience during this very confusing and frustrating process. I don't mind telling you locating and selecting the right aircraft for my personal needs turned out to be much more challenging than I would have expected. I am convinced that without your help I probably would have purchased too much or perhaps too little of an aircraft and most certainly would have regretted the purchase in a very short period of time.

I could not be more pleased with my new aircraft, should I outgrow this aircraft as my needs and skills as a pilot change with time, I will not hesitate to call upon you to sell my plane and find me one that will meet my new requirements.

Furthermore, I would like to commend you on your staff member Darwin Dickerson; he helped to make the relocation and familiarization of my plane pleasure full and exiting. He not only impressed me, but my CFI as well.

Best regards,

Michael Veraldi, President, Director of Laboratories