

From: Steve Auer [mailto:stevea@cadence-inc.com]
Sent: Monday, November 07, 2011 10:26 AM
To: John Bartelt
Subject: Thanks! N423DK

John,

Well, we're a couple weeks into aircraft ownership and I wanted to express a note of gratitude for your services. Having contacted you very early in my search, I got the sense from your inventory and ads that your business was centered on quality aircraft. You seemed like a straight shooter, and that resonated with me as well. I think as business owners we share a passion for our work, our customers, and concern for our reputations.

In the almost one year of searching, I dealt with over 10 aircraft that made the cut, warranting additional review of logs or photos. Nearly every one of them had some discrepancy or squawk that we discovered on further investigation. In my mind, these could have easily been indicated up front, and once you discover one flaw, you're mind spins on what else you're missing.

In contrast, your listing had every log book entry, every piece of equipment (correctly listed I might add), and good quality photos. You had a deep personal knowledge of the aircraft history and were able to answer just about every question we had. When we were finally zeroing in and reviewed the logs in pre-buy, everything was as represented. Your pilot also offered good feedback on the performance and quality of the aircraft as well, and that has proven accurate in the 20+ hours of flying we've done. While I always felt like we were getting a great aircraft, the difference is that your team wanted to make sure we got a great aircraft.

I also appreciated your efforts to work with us on delivery of the aircraft for inspection and later pre-buy, and my appraiser commented on how clean and organized your shop was. He was able to spend time looking at the aircraft instead of organizing paperwork since you had everything laid out for him. There's no question you have a class operation, and I thought you did a good job of holding the line for the seller while still addressing our concerns and negotiating the deal. I think we ended up in very fair territory.

Having dealt with some less than scrupulous dealers and sellers, I can tell you this process was refreshing. You'd be surprised at how many aircraft dealers and individuals have poor records or poor understanding of the aircraft they represent. There were times with other aircraft when I felt like I was asking for a favor to receive a PDF of log books, or decent quality photos. In this day and age, there should be no reason to spend the expense to go see something without being able to review logs and good photos online first. I think your ad format really speaks to that.

Anyway, we're having a blast with the new aircraft, and you'll certainly be my first call when we're looking to upgrade.

Sincerely,

Steve Auer, President
Cadence, Inc.

Steve Auer

Cadence, Inc • *Helping companies plan, implement and execute live events*

91 East Marquardt Drive • Wheeling, Illinois 60090 a
847.495.4520 o • 847.495.4521 f • 312.925.4257 c
stevea@cadence-inc.com e • www.cadence-inc.com w
