

Sent: Friday, April 03, 2009 9:59 AM
To: John Bartelt
Cc: Richard Schwenker
Subject: N43Q Cardinal

John,

It was a pleasure doing business with you. From my first call inquiring about the Cardinal you advertised for sale, to the delivery of the aircraft, you were there whenever I needed a question answered. Most of our communications were on-line and your responses were prompt, accurate and complete. You went out of your way to accurately represent the aircraft including sending photos of all noted flaws. When I was able to come and inspect the aircraft you were prompt, friendly and helpful in arranging for my visit and the aircraft was exactly as described. Even after the sale was complete and I flew via airline into an air carrier airport in the area you arranged for me to be picked up and taken to the small airport where my airplane was located. Everyone I met at Bartelt Aviation was very friendly, courteous and helpful. Thanks for a good aircraft buying experience.

Richard Schwenker