

Date: Mon, 14 Sep 1998 15:05:46 -0600
From: "Trent M. Thomas" <thomast@mission.com>
To: miccar@ix.netcom.com
Subject: Re: order

Michael,
Thank you for an unusually good mail-order experience. I ordered a similar device from a competitor of yours on the internet, and could not even get an e-mail response for 3 days, let alone the personal attention I have received from you. Please except my thank you and a commitment for my continued patronage as well as referrals. This whole L/S issue has had kind of a resurgence in my circle of friends lately.
Sincerely,
Trent M. Thomas

miccar@ix.netcom.com wrote:

> Hi;
>
> First of all, thanks again for your order. It is appreciated! Now for the delivery times:
> nova pros are backordered 3 weeks, waiting for eyeframes. Do not panic, I am a consultant to
> Photosonix. As I want you to be happy, they want me to be happy. So your nova pro with Truwhites
> will ship UPS Red tomorrow. The l/s designer will be included. I cannot guarantee the extra red
> led eyeframes being included, because of the backorders. You will have the nova/designer on
> Wednesday.
> The shipper suggested not sending the aura cushion UPS Red to Utah. Instead, will ship 2nd
> Day, arriving Thursday. Total ship charge is higher, but we are charging you \$39. Seems fair
> because of the circumstances. The L/S Voyager CD will be shipped tomorrow via Priority Mail. I am
> including a copy of my book "Mind States" and Aware Square samples at no charge. I hope this is
> convenient for you.
>
> Michael
> mindmachines.com