

Carlyle Design Associates

February 7, 1995

Mr. Bob Martindale
Kineto Van Lines
1220 Old Innes Road
Suite 203
Ottawa, Ontario K1B 3V3

Dear Bob:

Thank you for your professional, personable service with our recent move to new offices.

You and your staff helped ease us through a highly stressful time. You were extremely well organized in your assistance during the planning stage and through the move and set-up in our new location. We found all your staff thoughtful and courteous, even to the end of a long, tiring day.

We wish you years of growth and success and will happily recommend your firm to any who inquire with us about moving services.

Sincerely,



Anne Carlyle
Carlyle Design Associates Limited

205 Catherine Street, Suite 101, Ottawa, Ontario K2P 1C3 Tel: 613-230-4001 Fax: 613-230-8498

Natalie and Brian Beehler
1233 Bethamy Lane
Gloucester, Ontario
K1J 8P3

July 17, 1995

Mr. Kam Mahfouz
Kineto Van Lines
1250 Old Innes Road, Bay 521
Ottawa, Ontario
K1B 5L3

Dear Sir:

We hired your company for our move on July 13, 1995 at 9:00 am and we were extremely pleased with the service we received. The students who moved our furniture were exceptionally efficient and careful with our belongings. That was a big consideration because we have a very old upright piano and we were very concerned about moving it. However, our concerns were quickly eased as we observed the great care and skillfulness with which they went about their job. They were very pleasant and genuinely seemed to care about the quality of their work. When we told them we were on a budget and could only afford a certain length of time, they immediately set to work and were finished 30 minutes earlier than we had expected. In fact, we had originally only planned to have them move our piano and two other pieces of furniture, but they were finished packing those into the truck with time to spare, so they asked us if there was anything else they could move for us. This greatly reduced our burden and helped our move to go much more smoothly than we had expected.

Our friends and family who helped us with our move were impressed with the professionalism your workers showed. We will definitely recommend your company to others in the future. We would like to commend Duane Bonadie, Phil Lamadeleine and Danny Cyr for doing such a wonderful job and for making our move a pleasant experience.

Sincerely,



Natalie and Brian Beehler

505 Highland Road
Peterborough, Ont.
K9H 5J8
September 6 1995

Mr. Robert Martindale
Kineto Van Lines
1250 Old Innes Road, Bay 521
Ottawa, Ontario K1B 5L3

Bob
Dear Mr. ~~Martindale~~,

We are writing to express our thanks for the excellent service we received from Kineto during our recent move from Ottawa to Peterborough.

To be frank, initially we were a little nervous about accepting your offer, even though your quote was much cheaper than either of the two other moving companies we contacted. We had never heard of Kineto! We were very impressed, however, by the manner in which you approached us, addressed our concerns and prepared your estimate.

As far as we are concerned the move itself could not have gone more smoothly. You lived up to your promises; you were on time; your workers were considerate, courteous and energetic; our belongings were handled with care, and arrived safely.

All in all, what we expected to be a rather trying and stressful experience turned out to be quite the opposite - thanks to your efficiency and good humour.

We shall not hesitate to contact you, if ever we are unfortunate enough to have to move again!

Sincerely, and with our best wishes to your staff and to yourself.

*Rosemarie
Bain*

Rosemarie

Bill Bain

& William Bain

September 13, 1995

Kineto Van Lines
1250 Old Innes Road
Bay No. 521
Ottawa, Ontario
K1B 5L3

To Whom it May Concern:

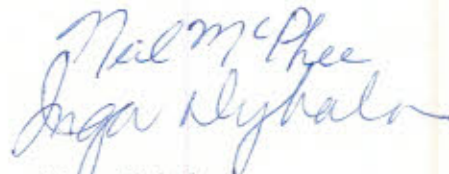
We recently used the services of Kineto Van Lines for a move on August 30, 1995. Although we thanked the three gentlemen at the time for the efficient and courteous manner in which they conducted the move, we thought our appreciation should also be recorded on paper.

The move from our two bedroom apartment on 838 Pinewood Crescent was not a big effort as such, however, unloading and carrying the many boxes and furniture into our new house was another matter. Not only did the movers have to face moving into a three-storey house but they had to climb up the equivalent number of stairs to get to the front door. We know it was not an easy task but they handled and completed the move in stride. We did not obtain the names of the three gentlemen but know your records will indicate who they are.

At all times, all three gentlemen conducted themselves in a professional and courteous manner and completed the loading and unloading without any problems occurring. They are a credit to your company.

We should mention that Kineto Van Lines was recommended to us by a relative who used your services and we will certainly not hesitate in recommending your company to others in need of such services.

Yours sincerely,



Inga Dybala
Neil McPhee

278 Loretta Ave. South
Ottawa, Ontario
K1S 4R1

October 11, 1995

Kineto Van Lines
1250 Old Innes Road
Bay 521
Ottawa, Ontario
K1B 5L3

Dear Kam,

I am writing to thank Curtis, Lee and Mario for the outstanding effort and enthusiasm they showed during my move of September 23, 1995. I was thoroughly impressed with the speed and skill with which everything was accomplished. They were friendly, courteous and showed themselves to be employees you should be very proud of.

In closing, please let me apologize for taking so long to write. My tardiness is inexcusable after the professionalism I encountered with your company.

Sincerely,

Joy Chartier

Joy Chartier
16-16 Deerfield Dr.
Nepean, Ontario
K2G 3R6

266 Bayswater Ave. So.
Ottawa, Ont.
K1Y 2H1

December 6, 1995

Kineto Van Lines
1250 Old Innes Road
Ottawa, ON K1B 5L3

Dear Mr. Martindale:

I would like to add my voice to a growing number of recommendations for the quality of service that your moving company provides.

Although yours was not the lowest quote we received when deciding on a moving company, we decided that on the basis of your initial visit, Kineto was the most reliable. I was impressed by your presentation providing pictures and guarantees, followed up by a formal price quote along with several letters from satisfied customers.

The movers arrived half an hour later than arranged, but on moving day, one can always find things to fill in the time. The three D's (Darryl, Danny and Duane, I believe), were very patient while we packed up a few more boxes and were willing to wait while we decided where best to place items in our new home. They were consistently courteous and considerate and operated with efficiency and care.

There was a small amount of damage done, but we were appreciative of the offer to defray the costs of repair without having to file a formal insurance claim. All in all, we were very satisfied with the move and would not hesitate to recommend you to any of our friends and acquaintances.

Yours truly,



Shirley Nelson