

Mr Robert Marks, JP, BJ.
9 Arnold Place,
Wodonga VIC 3690

22/01/01

Mrs Belina Naus,
Ha-Ra Australia Pty Ltd
Huon Creek Road,
WODONGA VIC 3690

Dear Belinda,

Re: Ha-Ra Works for Me!

I am employed as a cleaner of commercial premises, and have been using the Ha-Ra cleaning systems for over 18 months.

I use most products in the range, almost on a daily basis. The premises I clean are mostly nightclubs, and you can imagine how dirty these areas are after a busy night. I find the Ha-Ra cleaning system works very well. It eliminates the need to use chemicals, and I find that using Ha-Ra saves labour, as I don't need to bend or stoop to clean a vertical wall, I use a floor express system with the green floor pad, and am able stand upright.

The Ha-Ra cloths clean the bar top, toilets, floors, tables, chairs, walls, chrome rails, reception area, in fact every area in the club, with no streaking. The results are equal to, if not better than could be expected with chemicals.

Ha-Ra saves me hours each week - at least 2 or 3 man hours on this job alone. I can then fit more work into my days, therefore I can earn more income each week.

Ha-Ra saves me time, saves my employer money on overheads and wages - by not having to buy chemicals, and by reducing the number of hours that are applied to each job (therefore reducing wages paid), and saves my back from labour intensive stooping and scrubbing.

Yours faithfully,

Mr Robert Marks, JP, BJ.

A handwritten signature in blue ink, appearing to read 'R Marks JP BJ', written in a cursive style.