

Friday, 4 February 2011



To Whom It May Concern:

**RE: TOUCH UP GUYS / SIGNARAMA BURLEIGH HEADS PARTNERSHIP**

In operating a Franchise operation, now into its 20<sup>th</sup> year, we strive to only provide our Franchisees with supplier partners who value the relationship and who are willing to work with us through good and tough times.

In 2006, our company decided to change our focus in target markets from the commercial motor dealer to a stronger position in the general public (retail) market. This led us to re-brand with a large component of the process being our Van signage.

In considering many companies, we decided to partner with Signarama at Burleigh Heads. The reasons for this decision were based on the following:

1. The original presentation by Tanya Gardner, offering more an advisory approach to this extremely important step for our company. Her willingness to help with the numerous design changes we made was taken without making us feel like we were a hassle. The team behind Tanya also had a family culture similar to our own.
2. Having Franchisees in all states presented a large headache, however Tanya and the team presented a national approach by offering to cut all the signage locally, thus maintaining quality control, while co-ordinating with as many other Signarama Franchisee's through out Australia for fitting as well as other signage companies where a Signarama was unavailable.
3. Their willingness to stand behind an exceptional valued offer so that we could be assured that any challenges along the way would be rectified. This alone gave comfort that our Franchisees would all benefit by banding together.

Subsequent to the initial phase of converting our fleet, Tony Gardner joined the team and along with Peter and Margie, our ongoing relationship with Signarama Burleigh Heads has grown will continue as we launch into a new phase of growth.

Nothing has ever been too much trouble and we would be more than happy to recommend Signarama Burliegh Heads to any business that needs a partner they can trust.

Yours truly,

**Glen Hawken**  
**CEO Touch Up Guys International Ltd**  
**www.touchupguys.com.au**

www.touchupguys.com.au  
Email : admin@touchupguys.com.au  
Fax : 07 5522 0051  
Phone : 07 5522 0039  
Unit 4, 8 Hampton Road Burleigh Heads Qld 4220