



metallic arts
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November 12, 2009

Maureen Jondahl
Consumer Protection Division
Attorney General of Washington
1220 Main Street; Ste 549
Vancouver, WA 98660

Dear Ms. Jondahl,

*Ron,
"It is most telling" that you buy product - not merely "specialty plaques" - from not only Gemini but Matthews & James as well. "The most respected name in architectural signage" would not need to do that. "In your dreams."*

What "precipitated this complaint" is that you are a L.I.A.R. We split on 08/29/07 so that did not "precipitate" anything. And I did not create my FTC False Advertising page for your sole "benefit" Ronny. 15 more are listed. You

wouldn't know the truth if it hit you, you've lied so long. Don Baker

Ref: File # 349951

Mr. Don Baker is a former distributor of Metallic Arts products. Unfortunately, we declined to sell him any additional products about 2 years ago, which has precipitated this complaint. → *NOPE: Your LIES did.*

We discontinued selling to Mr. Don Baker after his vulgar, profane and irrational behavior began to give Metallic Arts a bad name with end users of our architectural products. Almost immediately after picking up Mr. Baker as a customer, we began to receive phone calls from Mr. Baker's customers who wanted us to know how unprofessional and vulgar Mr. Baker was as a distributor of Metallic Arts' products. We received copies of emails Mr. Baker had sent to these purchasers and decided that he was not the type of distributor that we should be dealing with for our products. Ever since, he has done what he can—which isn't very much—to harm our reputation in the industry.

I can only infer from his repeated actions, that his business must not be doing very well, and he has ample time to waste—which now includes wasting both my time and yours. We have had other discussions with customers and competitors in our industry who have had similar experiences with Mr. Baker. We hear he has a reputation in the industry for illegal copyright infringement along with his profane and irrational behavior. I can supply names for you to contact if you would like to examine this any further. Most people you will talk to, simply dismiss Mr. Baker as a windbag. His long over-blown diatribes and attack emails sent in the wee hours of the morning are well known—as well as his propensity for fabrication of schemes to attempt to harm his competition in the market through specious complaints such as this one. *Look up the word "specious" Ron, then say that again.*

As for the merits of his complaint, it is true that we contract manufacture certain products with other suppliers. Some "specialty - *ALL?*" plaques and letters we have completed by a variety of sources depending on the nature of the product. As a significant purchaser of such products, we get preferential pricing that we are able to pass along to our customers. I suspect this is commonplace in nearly all industries. We offer exemplary customer service, product, price and guarantee that we are proud of in this industry. We have never had a complaint from one of our customers regarding the pricing, advertising, or customer service relating to our products.

It is most telling, however, as to the veracity of his complaint; that it was not filed while Mr. Baker was a customer of Metallic Arts, but *only once* we discontinued selling to him. I know we are not the only supplier who refuses to deal with Mr. Baker. *2.25 YEARS AGO Ronny.* → *"What a good & faithful public servant."* Unfortunately, knowing Mr. Baker—this response will generate more hate emails and personal attacks sent out to whoever will listen to his irrational banter. When we receive those, I will forward them to your attention so you will understand what kind of person you are dealing with. *↳ "To speak or address in a witty manner." "Banter requires two parties."*

Hopefully, this answers all questions you may have. For further information, feel free to contact me at 1-800-541-3200.

Sincerely,

Ron Erbele,
General Manager