

# PLAQUES & LETTERS.COM

## Plaques & Letters Satisfied Customers:

**From:** JEAN SARGENT  
**Sent:** Thursday, December 30, 2004 10:49 AM  
**To:** Plaques&Letters  
**Subject:** Re: Your logoset is arriving today.

*Don, The letters are up and they look great! I'll get you a pic asap. Thanks again Don! Gina*

---

From: Stephen  
Sent: Monday, October 18, 2004 8:50 PM  
To: Plaques&Letters  
Subject: Re: Fw: Fw: Metal Letters Purchase Information

don,  
we did receive the letters this morning. they are beautiful and we get alot of compliments!  
thank you for rushing them, they are going to be great next to our big new front door. next time we wont be so rushed. heres a few pics. i wanted to take some fancy ones but i am a little busy.  
Stephen Alesch

---

**From:** Hinrichs, Guy **Sent:** Monday, October 18, 2004 11:43 AM  
**To:** Plaques&Letters **Subject:** RE: Fed Ex Tracking number 6803260601

Don,  
It made it. I had it hand delivered from my house to the ceremony. They are beautiful. Thank you again for your hard work. I appreciate all you did.  
One staff member was so impressed with the quality of your work that they asked for your info. If you don't mind, I passed it along.  
Thanks,  
Guy Hinrichs

---

Sent: Saturday, October 09, 2004 8:37 AM  
To: [admin@plaquesandletters.com](mailto:admin@plaquesandletters.com)  
Subject: Re: Project Completiom

Don,

We have received the Plaque, and it looks great! We really appreciate your personal attention to this effort, and it has been a pleasure dealing with you. I will be taking a photo soon, and I will send it to you as soon as I do.

Thank you, Paul

---

**From:** Eric Higgs **Sent:** Thursday, September 30, 2004 1:47 PM  
**To:** Plaques&Letters **Subject:** RE: New Order for: #15: 8" cast bronze Friz Quadrata letters: Eric

Don,

I received the letters yesterday. They are beautiful. Thanks for the help and the discount. We will be working together again in the future.

Best,

Eric Higgs

---

**From:** Laura Howell **Sent:** Thursday, May 27, 2004 9:25 AM  
**To:** Plaques&Letters **Subject:** Re: Estimate

Don, Thank you, Thank you.

Not only was our deadline met but the plaques look great. I have another plaque project coming up in June... I will talk with you soon.

Sincerely,  
Laura

---

**From:** wendy tate Dudley **Sent:** Friday, December 09, 2005 6:51 AM  
**To:** 'Plaques&Letters' **Subject:** RE: Quote for Friends of the Library Bronze Letters

We received them a couple of days ago. I got to view one last night. We have to wait for the county to send someone to install them.....they will not let us do it independently. So, just as soon as we get them up, we will email you a picture. Thank you so much for your help. The letters are beautiful.

Wendy Dudley

---

**From:** Warren Austin **Sent:** Tuesday, March 22, 2005 9:53 AM  
**To:** 'Plaques&Letters' **Subject:** Woodsong Plaques

Hi Don,

I got the letters yesterday afternoon. I unboxed them and they look fantastic! They are exactly what I was looking for and look better than expected. Thanks for all your work in helping me get to where I want to be. I'm going to mount them today (hopefully - it's raining here). The mounting brackets look fine, so I don't anticipate any problems.

I have to request a check from the board. As soon as I get it, I'll send it right out to you. Also, I'll send you some pictures as soon as I can.

Thanks  
Warren

---

**From:** Bill Middleton  
**To:** 'Plaques&Letters'  
**Sent:** Saturday, September 24, 2005 8:25 AM **Subject:** Got the Plaque

Don,

The last time I wrote your state was facing a major storm and now it is under attack again. The plaque looks and turned out Great...

Thanks

Bill Middleton

---

**From:** Linda Smirolfo **Sent:** Thursday, December 08, 2005 11:17 AM  
**To:** Plaques&Letters **Subject:** RE: Photos of George Randall

Many, many thanks!

It was a pleasure working with you and we will certainly think of you in the future for other projects!

Linda

---

**From:** Jimmy Wheeler **Sent:** Monday, October 31, 2005 9:09 PM **To:** Plaques&Letters **Subject:** Re: Fw: New Order For: Jimmy Wheeler  
Don,

i recieved the plaque this afternoon-----it is real nice-----after takeing a look at it i just had to cry-----it is just what i wanted-----thanks for all that u did in making it so nice-----

hope that some day you will visit my area, and when you do you can come and see the plaque of annette hanging in the church-----thanks again,  
Jimmy Wheeler

---

**From:** SLTMorton@... **Sent:** Friday, October 28, 2005 4:54 PM **To:** admin@plaquesandletters.com  
**Subject:** Re: Bronze Cast Aluminum Plaque Layout for: SUSAN MORTON

Just wanted to let you know that I received my plaque today and it was exactly what I had hoped it would be. You did a great job, especially dealing with someone who didn't have a clue what they were ordering. I sincerely appreciate your help and the promptness in which I received my order. Susan Morton

---

**From:** Gregory Dias **Sent:** Friday, August 26, 2005 8:31 AM **To:** 'Plaques&Letters' **Subject:** RE: DIRECT NUMBER  
Don,

Thanks for the message. You have been great to work with: patient, generous, with a high-level of attention to detail. That is very much appreciated!

The MARCENT images look great. Is the color photo an actual plaque, or just an image? It appears to me that it is a completed play. It's so clean it's hard to tell!

Thanks again,  
Greg

---

**From:** Francis Catanach **Sent:** Tuesday, August 16, 2005 3:32 PM **To:** 'Plaques&Letters' **Subject:** RE: Follow up

Don -

Got your voice mail message. The plaque arrived just in time and looks really awesome. I took some digital photos and will email to you. Everybody seems really happy and impressed...

Thank you for your service,  
Francis Catanach

---

**From:** Julia Crowder **Sent:** Thursday, July 21, 2005 12:59 PM **To:** Plaques&Letters  
**Subject:** RE: Order for a 'Victorian' style bronze plaque for National Register Listing

Yes, indeed, we have received our plaque and it is beautiful! Thank you so much for your help.  
Julia Crowder

---

**From:** York, Jude PO **Sent:** Wednesday, June 15, 2005 6:12 AM **To:** 'Plaques&Letters' **Subject:** RE: Fed Ex Tracking number 6803260494  
Don,

I received the plaques and hardware. They were a spitting image and they looked great! Thanks for your assistance with this whole process. I look forward to doing business with you again when it comes time to restock my supplies.

Respectfully,

*GM2 Jude O. York  
Instructor GM "A"*

---

**Sent:** Friday, June 10, 2005 10:46 AM **To:** [admin@plaquesandletters.com](mailto:admin@plaquesandletters.com) **Subject:** Re: 12 x 9 Nancy Chapman aluminum plaque Layout  
Don, We did receive the plaque and it is beautiful! Thank you so much for all of your help...you were great. Barbara Gaynor

**From:** Karen Edwards **Sent:** Thursday, March 10, 2005 6:13 AM **To:** Plaques&Letters **Subject:** Re: 1Z V6X 835 03 0029 541

*Hi, Don. We put up the interior sign this last weekend and it looks great!  
Picture attached. The other walls in the room are a light cream, and the floor is a granite that has a cream field, gray swirls, and bits of garnet. It's really impressive!  
Picture attached. We'll send you one of the outdoor sign when we get it built and done.*

*Karen*

---

**From:** Plotkin, Bob **Sent:** Thursday, March 03, 2005 11:56 AM **To:** Plaques&Letters **Subject:** RE: New Order For:TERRAPIN

Don,

The letters are fantastic - and look great for our business. Everything was exceptional, from the packaging to the perfect template. I don't have a good picture - but everyone is happy!

Bob

---

**From:** Letty Botasso **Sent:** Tuesday, February 01, 2005 7:15 AM **To:** 'Plaques&Letters' **Subject:** Logoset

Dear Don,

We are in receipt of the logo. It is very professionally done and we are pleased with the outcome. By now you should have received the check. We will take pictures and email them to you within the next few weeks. Thanks again for a job well done.

Best Regards,

**Ms. Topaz J. Kirlew, MT(ASCP), MBA**

---

**Sent:** Wednesday, January 26, 2005 12:17 PM **To:** admin@plaquesandletters.com

**Subject:** Re: Fw: PS: West Valley order

*We got them and they look great. Thanks for all the help!*

; )

Dionne

---

**Sent:** Monday, January 10, 2005 4:33 PM **To:** Plaques&Letters **Subject:** Re: Matthews Cast Plaque Layout

Don

*thanks for the emails. i think the tilted version of stake would be best.. i am very happy that you were our service rep. you were most helpful and patient.*

*most sincerely*

*,m. orr*

---

Dear Don,

The letters are great! Thanks for your help in making certain they arrived prior to the party..... They are beautiful!! Yes, in the future, now that we know where we can get such wonderful letters, we will order far in advance of the need. This time, however, it took us a week to finally find the letters we wanted. Thanks again. Dana Solomon

Don,

Please find attached 2 pictures of our front desk wall. Everybody liked it very much. We'll be in touch for the tag line. Needs to make some money first....

Isabelle Vu

---

**From:** Radke, Bruce **Sent:** Wednesday, September 21, 2005 8:47 AM **To:** Plaques&Letters **Subject:** RE: Cast Plaque Quote For: Duke Dellin

Don,

The plaque is great, what a terrific job... will certainly recommend plaques&letters to all.

Thanks,

Bruce

---

**From:** Barbara **Sent:** Friday, June 10, 2005 10:46 AM **To:** admin@plaquesandletters.com

**Subject:** Re: 12 x 9 Nancy Chapman aluminum plaque Layout

Don,

We did receive the plaque and it is beautiful!

Thank you so much for all of your help...you were great.

Barbara Gaynor

---

**From:** Alan Rister & Greg Armstrong **Sent:** Wednesday, September 07, 2005 3:20 PM **To:** Plaques&Letters **Subject:** Re: Fw: ORDER FOR RESTROOM SIGN - STATUS REPORT

Dear Mr. Baker,

I have received the completed order of the sign, which included a very nice and functional brass (or bronze?) stake. The sign looks just as I had hoped. Thank you for your attention to my order.

---

**From:** Jonathan **Sent:** Tuesday, November 14, 2006 2:19 PM **To:** Plaques&Letters **Subject:** Re: The Pizza Den sign letters

We are in the process of installing the letters this week. As soon as we get them up and lit I'll send you a digital photo. Thanks for the prompt service.

---

**From:** BelindaDiaz **Sent:** Monday, November 13, 2006 5:47 AM **To:** Plaques&Letters **Subject:** RE: Cast Plaque Quote For: Pocono Health Foundation

Good Morning Don,

Yes, we received the plaque the end of last week. Installation is scheduled sometime this week. I will take a photograph and send you an electronic file. It is beautiful, and your services was excellent. I will keep you in mind for all other plaque requests.

Sincerely,  
Belinda Diaz

---

**From:** Shane Langley **Sent:** Tuesday, July 18, 2006 7:52 AM **To:** Plaques&Letters **Subject:** Re: Plaque Info, Vehicle Maintenance Facility, NCBC Don,

Thanks, for the follow-up. The plaque looks outstanding. The engraved bronze was the way to go. Our customer will be extremely happy. I will send pictures.

Thanks,  
Shane Langley  
Whitesell-Green/Yates jv

---

**From:** John Polito **Sent:** Monday, November 06, 2006 9:46 AM **To:** 'Don Baker'  
**Subject:** RE: Enterprise Iron 4-level/two plates logo treatment in routered aluminum

Don:

Outstanding job, the plaque is perfect. Once we mount it I will send you a picture.

**John P. Polito**  
CEO :: Managing Partner

---

**From:** Wwm5388@... **Sent:** Tuesday, September 19, 2006 2:58 PM **To:** admin@plaquesandletters.com  
**Subject:** Re: Clay model Purple heart

These are awesome!. Much nicer than I had expected. I can't wait to show them to my committee members tomorrow morning. Thank you for all your help and guidance. I highly recommend your company.

Many thank  
Bill

---

**From:** Ray, Glenn **Sent:** Monday, July 17, 2006 7:32 AM **To:** Plaques&Letters **Subject:** RE: Plaque Quote

Don,

Thanks for the follow-up. The plaque is perfect! We're having it fitted to the dedication stone as we speak. I will send pics to you when complete. Thanks for the great work and quick turn-around ...

Best Regards,

*glennRay*  
Communications Manager

---

**From:** Wes Carter **Sent:** Monday, May 01, 2006 8:38 AM **To:** 'Plaques&Letters' **Subject:** RE: Cast Metal Letters Order For: Acorn Industrial

I was very happy with the letters. We should install them later this week. I'll send you a photo when done. Thanks.

---

From: David Poyer Sent: Monday, April 24, 2006 6:06 PM To: Plaques&Letters Subject: More plaques for Friends of the NFL

Hi Don,

We are very happy here with our ... plaques from you for our dedication plaques and room donor plaques in the new library. They look great and they all match. Everyone thinks they are very fine! Thanks again!

We are now starting a Book Endowment program. Everyone who gives \$1000 or more will get an engraved plaque. Here is what we would like to start off with:

a 4x10" engraved aluminum plaque, single line edge, black pebble finish, satin finish letters, reading.....We anticipate ordering about 80 of these smaller ones over the next two years. Look forward to your reply.

Best,

Dave Poyer.

---

**From:** paul Epstein **Sent:** Monday, April 03, 2006 10:40 PM **To:** Plaques&Letters  
**Subject:** Re: Fw: Fw: Please review and comment on attached plaque layout.

Hi Don,

The plaque is beautiful. Everyone here is thrilled with it. It won't be mounted for some time, but after it is, I'll make sure to get a pic to you. Thanks so much for all your guidance and expertise throughout the process. Your operation is completely professional and first-rate. Creating memorial plaques is a nice job, you should know that you bring a lot of pride to families of loved ones who passed too soon.

Thanks,

Paul

---

**From:** Eaves, Al **Sent:** Friday, March 31, 2006 7:33 AM **To:** Plaques&Letters **Subject:** RE: DEA

Hi Don,

I got the DEA seal a couple days ago. Looks great. Until next time.

Many thanks!!!

Al

---

**From:** john culligan **Sent:** Friday, March 24, 2006 6:28 PM **To:** Plaques&Letters  
**Subject:** DON, OUTSTANDING JOB !

Don, It looks absolutely great, I'm very impressed, neighbor brought it back first thing this morning and can't believe how nice it is and how big. trying to get a decent picture of it too send you, my son in law will be here Monday, he's a pro-photographer and will get me a good one to send you.

Attached is a poor shot of it I took just to give you a idea, this is blurred and with light reflecting on it. But it is really sharp and clear and quite lovely.

Thanks again,

John Culligan

---

**From:** GEORGE METZGER **Sent:** Tuesday, February 07, 2006 7:46 AM **To:** Plaques&Letters **Subject:** Re: Cast Plaque Quote For: WARRIOR BASEBALL

Don,

The plaques were absoluteley perfect. We mounted them in the dugout the very first day, and the kids have started a little Notre Dame tradition of touching them on the way out to play each inning. Thanks for the beautiful work, and the unexpectedly quick service!

George Metzger

---

**From:** john Denning **Sent:** Saturday, February 04, 2006 12:13 PM **To:** [admin@plaquesandletters.com](mailto:admin@plaquesandletters.com) **Subject:** Re: Received plaque

It's beautiful,

Thank you!

John Denning

---

**From:** John Bell **Sent:** Thursday, February 02, 2006 11:09 PM **To:** Plaques&Letters **Subject:** Plaque  
Don,

I received your voice and e-mails however I was in the academy all day today. I did receive the plaque and it looks terrific. Everyone is very happy with it.

Thanks again for your help.

John

---

**From:** matt fitz **Sent:** Wednesday, December 20, 2006 9:16 AM **To:** Don Baker **Subject:** RE: Plaque quote request...(we talked on the phone  
Don,

Thank you so very much for doing this for me and my family. It exceeded my wildest expectations. I know that my father will love it. Also I will most definitely take a picture once it is on the building.

Thank you very much once again for helping me remember my grandfather,

Matthew Fitzgerald

---

**From:** Dave Carbol **Sent:** Wednesday, December 06, 2006 5:41 PM **To:** admin@plaquesandletters.com  
**Subject:** Fountain Square Pump Station, Waukegan, Illinois  
Don,

I never did hear anything about an official dedication ceremony, so I went out and took some photos.

Enjoy and thanks for the great job.

Dave

From: Mike Larson Sent: Thursday, September 21, 2006 11:21 AM To: Plaques&Letters Subject: RE: Gaylord Nelson plaque

Don,

Looks great! Although I am less involved in this project, I knew this man personally. It looks just like him.

-Mike Larson

---

**From:** Wes Carter **Sent:** Monday, May 01, 2006 8:38 AM **To:** 'Plaques&Letters' **Subject:** RE: Cast Metal Letters Order For: Acorn Industrial

I was very happy with the letters. We should install them later this week. I'll send you a photo when done.  
Thanks.

---

**From:** Jansa, Glenn S. **Sent:** Tuesday, January 09, 2007 12:12 PM **To:** Plaques&Letters **Subject:** RE: AMBITECH - PO GOHD060483

The logo should be installed in the next couple of weeks. I will take a picture and forward. I appreciate the help and hope you have a good year !

Glenn S. Jansa

---

From: Griswold, Kenneth R GS-13 30 CES/CECE Sent: Wednesday, January 10, 2007 7:23 PM To: Plaques&Letters  
Subject: RE: Sesto Pavilion Plaque

Don,

We received the plaque yesterday and it was installed today...one day early! The dedication ceremony is this Friday. I'll be sure to get a picture for your files. Thanks for all your great support!

---

**From:** Meryl Dye **Sent:** Tuesday, January 23, 2007 4:11 PM  
**To:** Plaques&Letters **Subject:** RE: Cast Plaque Quote Request for: City of Hutchinson

Don, we received the plaque this afternoon. It is truly beautiful! Once mounted on the building, I'll get a photo sent to you. We'll probably get this done sometime in February after the plaque is formally presented during the City Council meeting on Feb. 6th. Thanks so much for your work on this project. I appreciate your professionalism and quality service. Feel free to use me as a future reference.

(Just a side note to you, Don -- one of the citizens listed on the plaque is dying of cancer and really has only a few days left now. We are taking the plaque to her hospital room at Hospice tomorrow for her to see. She has the picture of the plaque that you sent me taped to the wall in her hospital room. But thanks to your quick response to our order she will be able to see the real thing. This is a fine tribute to her volunteer work. So a special thanks goes to you, Don!)

-Meryl

---

From: Andrew Li Sent: Wednesday, January 24, 2007 7:19 PM To: Plaques&Letters Subject: Plaque

Hi Don,  
I just wanted to let you know that I received the plaque today and all I can say is that it's AWESOME!!

Thank you very much for all your help. I was wondering if you can send me the vector art file because I would like to make a new plaque and have you make it for me at some future date. Again thank you for all your help and I will tell my friends about you.

Andrew

**From:** Timothy Newman **Sent:** Wednesday, October 24, 2007 11:08 AM **To:** Plaques&Letters **Subject:** RE: 10" Army seal

Don, I was out of my office until tuesday and was shocked when I came in on Wednesday to find that the plaque was on my desk!!! I want you to know, it was beautiful! It was more than I expected and I want to thank you for taking care of this for me! I have only purchased two things from the internet, this plaque and another item I needed, and I must say it was more than a pleasure doing business with you! I will pass your name around my circle and the next time I need something you supply, you will get my business. Thanks for a great job!!!

Resectfully, Tim Newman

---

**From:** Robyn Canady **Sent:** Thursday, September 27, 2007 9:37 AM **To:** Plaques&Letters **Subject:** The letters look great!

Hi Don,

We just received the letters and they are gorgeous!!!

Thanks so much for all your work on these - especially with the very short lead time!

Robyn

---

**From:** M WENDTJ **Sent:** Tuesday, August 07, 2007 5:25 PM **To:** Plaques&Letters **Subject:** Re: Simplicity Historic Address Plaque

Hi, Don - I just wanted to let you know that the plaque arrived today and it is absolutley beautiful!!! Thank you again so much for all of your help!!!

Karen :))

---

**From:** Robert Metzger **Sent:** Tuesday, August 07, 2007 2:01 PM **To:** Plaques&Letters **Subject:** RE: Cast Plaque Quote for: The PA Cyber Charter School

Good afternoon Don - We received the plaque. I want to tell you how happy we are with it.

Thanks for the great job.

Robert Metzger  
Eastern Support Center

---

**From:** Jennifer Wellman **Sent:** Monday, June 04, 2007 5:36 PM **To:** 'Plaques&Letters'  
**Subject:** RE: Cost / Time Estimate Request (City of Blythe): \$2,599

Thank you Don. I received the 8" x 6" today – it is beautiful – thanks for all your help, our appreciation park is going to be wonderful!  
Jennifer

---

**From:** JACK BURRIS [mailto:JA\_Burris@msn.com] **Sent:** Tuesday, April 24, 2007 9:41 AM **To:** [admin@plaquesandletters.com](mailto:admin@plaquesandletters.com) **Subject:** Reference

Don;

As you know, I was the focal point for our project. I am grateful for the fine assistance you gave in getting this completed. Should you choose, please feel free to use me as a reference.  
Jack

---

From: Ted Watson Sent: Saturday, April 21, 2007 9:37 AM To: Plaques&Letters Subject: Plaque Order

Hi Don:

I received the plaque yesterday and it's beautiful! Thanks much.

Ted

---

**Sent:** Wednesday, April 18, 2007 6:50 PM **To:** [admin@plaquesandletters.com](mailto:admin@plaquesandletters.com) **Subject:** thank you

Thank you Don

This is very exciting news. I'm sure they'll be quite handsome for our Veteran's Memorial.

wishing you the best and thanking you for all your follow-ups with us. You've been extremely professional in our dealings,

cheers

Richard L. Twedt

Public Arts Manager

---

From: stephen lewis Sent: Monday, March 12, 2007 10:43 AM To: Plaques&Letters Subject: Re: 7no.at 19"x19" and 1no at 26"x26" etched brass plaques

Dear Don,

Thanks for mailing back. Your website was by far the best visually as well as practically that I came across on the whole www. The online price charts were extremely useful and for you I guess it weeds out any potential timewasters.

I found a company ( local to me) by chance and they are now sorting things out.

Best wishes,  
Steve Lewis

---

**From:** Hall, Donovan J **Sent:** Monday, February 12, 2007 2:50 PM **To:** Plaques&Letters **Subject:** RE: American Embassy Wellington: Etched Plaque Quote

Don,

Just got back from a two week trip. The plaque arrived safe and sound and it is exactly what I wanted. Thank you for your assistance and the professional product.

Regards,  
Donovan

---

From: Ben Sent: Monday, January 15, 2007 3:28 PM To: 'Plaques&Letters' Subject: RE: XUMU 08-1244C Material

Don, we received the plaques today. They look great, and we will send a photo when everything is installed.

The dedication ceremony is scheduled for 2<sup>nd</sup> week of February.

Thank You, Tom and I both agree, it has been a pleasure doing business with you.

**Ben Ortiz**  
**Project Coordinator**

---

**From:** Keslinger, Rusty, VBAJAX **Sent:** Monday, April 21, 2008 11:18 AM **To:** Plaques&Letters **Subject:** RE: VARO Jackson Quote

Mr. Baker,

We received the plaques this morning...they are spectacular...certainly met and exceeded our expectations.

Thanks so much,

Rusty W. Keslinger  
Chief, Support Services Division

---

**From:** Walt Johnson **Sent:** Monday, February 25, 2008 8:56 PM **To:** Plaques&Letters **Subject:** RE: FW: Parker's First Volunteer Fire Department cast bronze plaque quote

All right man. You make good stuff. good luck. I'll send that as soon as I get it. I emailed just now to try and see what was happening with it.

---

**From:** E. McNealey **Sent:** Wednesday, January 23, 2008 12:30 PM **To:** Plaques&Letters **Subject:** AKA Markers

Sent you an email from DC last week, but based on the call, you did not receive it.

The cast bronze plates were beautifully executed, and the jet black granite bases showed them off magnificently. "Wow" was our members' reactions.

Thanks, again.

-- Earnestine Green McNealey

---

**From:** JRC **Sent:** Thursday, April 10, 2008 3:05 PM **To:** 'donbaker1@cox.net' **Subject:** FW: <http://www.plaquesandletters.com/>  
Don ...

Greetings, I hope you remember us at Enterprise Iron. You did an excellent plaque of our logo for John Polito some time ago.

We're changing our office around, and are now interested in two more signs – these, however, to be twice the size (3' x 3').

These will be (if possible) mounted on glass – and there will be other minor changes.

Do you think you could do signs this large? Could you approximate a cost?

If yes, can we arrange to speak soon?

Warm Regards,  
John R. Crocker

---

**From:** JRC **Sent:** Friday, July 25, 2008 6:21 PM **To:** 'Plaques&Letters'  
**Subject:** RE: UPS Tracking number for the letters order is: 1Z564RW60391686206

Don ...

Thank you for this. Incidentally, John and I are both entrepreneurs. We often ask OUR clients for case studies, quotes, and references. So I have no problem doing the same for you.

I have a high resolution digital camera, and will attempt to shoot both the large sign, and the letters (when mounted), and send you images that you are free to put on your site.

(That big EI plaque is probably going to be REALLY impressive looking. It is expensive, and heavy, but it is also the essence of our brand, and the first thing anyone standing outside the door of our office will see.) You are right to be quite proud of it. Thanks for all your help - I realize we are very picky as clients.

Warmest of Regards,

John R. Crocker

**From:** matthewledy **Sent:** Saturday, May 09, 2009 6:39 PM **To:** Plaques&Letters **Subject:** Re: 10" flat relief cast bronze military emblems  
Discounted Quote: \$1,199.

They look great. I'll send a pic around mid to end of june.

---

**From:** hope.rehman **Sent:** Friday, August 07, 2009 9:34 AM **To:** admin@plaquesandletters.com  
**Subject:** [U] RE: RE: MARCENT & USMC Full-color Seals Shipping

Dan [sic],

We took some photos but we unfortunately are not allowed to download anything to our computer systems at this time. I will try to get them emailed to you asap. They look great by the way. Thank you.

s/f  
HMR

---

**From:** Chris Fox **Sent:** Tuesday, August 04, 2009 9:26 AM **To:** Plaques&Letters **Subject:** RE: Fort Ticonderoga Museum Plaques QuickShip  
Shipment

Dear Don,

Thank you for your note. The plaques arrived safely and we are very pleased with how they look. Once we get them mounted I will try to send you a couple photos for the website.

Thanks for helping us complete this project in a timely manner.

Chris

---

**From:** Matt Dawson **Sent:** Tuesday, August 04, 2009 8:17 AM **To:** Plaques&Letters **Subject:** RE: Clark Condon Associates 11 x 17 bronze cast plaque  
Discounted Quote: \$549

Don,

... Thanks for the info and thanks for all the help in handling this and getting us the plaque on time. Your help is very much appreciated!

---

**From:** Gerry Hahn **Sent:** Tuesday, September 30, 2008 12:06 PM **To:** 'Plaques&Letters' **Subject:** FW: Boy Scout Troop ... Cast Plaque  
Discounted Quote: \$1,440

Don,

Just wanted to let you know that the plaque for our order has been received this morning and it LOOKS GREAT! I will email you a picture of it after it is installed a week from tomorrow. Thanks again for your help!

Yours In Scouting,

*Gerry Hahn*

---

**From:** Tom Cardamone **Sent:** Friday, September 05, 2008 6:53 AM  
**To:** 'Plaques&Letters' **Subject:** RE: Global Financial Integrity: 18" x 5" x 1/8" thick recessed text etched plaque  
Discounted Quote: \$499.

Hi Don,

Received yesterday. Looks great!

Thanks very much,

Tom

---

**From:** Gail.Graves **Sent:** Monday, June 23, 2008 9:13 AM **To:** Plaques&Letters **Subject:** RE: 18" x 24" Fire Fighters plaque

I've received it and it is wonderful! Thank you so much for your assistance.

---

**From:** Betsy Day **Sent:** Friday, October 03, 2008 2:12 PM **To:** Plaques&Letters **Subject:** Blumenauer plaque

The Blumenauer plaque was delivered today. It's beautiful and just what we wanted to honor our good friend, Ed. Thanks for your help.

Betsy

---

**From:** Erin **Sent:** Monday, October 20, 2008 12:18 PM **To:** Plaques&Letters **Subject:** RE: RUSH ORDER FOR: visualcommunications, inc.

We did receive it and thank you it looks great.

Erinmako

---

**From:** Recreation Dept **Sent:** Tuesday, April 07, 2009 6:35 PM **To:** Plaques&Letters **Subject:** RE: Image request

Hey!

Sorry I have been swamped with work...! I promise I will get one out to you by next week. I will also get you one once it is in the ground. People think it is fantastic by the way.

Kellie Brennan  
Recreation Manager  
City of Prosser

---

**From:** Esther Moreno **Sent:** Wednesday, April 15, 2009 10:35 AM **To:** Plaques&Letters **Cc:** Eloy Ramirez; mmm  
**Subject:**

Mr. Baker,

We received the plaque yesterday and opened it today, it looks perfect, therefore please forward invoice via e-mail in order to expedite payment.

Thanks,

Esther Moreno

---

**From:** Susan Boyd Booher **Sent:** Thursday, April 16, 2009 10:56 AM **To:** Plaques&Letters **Subject:** Re: Trinity UMC, El Paso Etched Plaque  
Quote

Hi Don,

We received the plaques today and they look great! We are very pleased with the way they turned out, thank you for all your help in getting them expedited and shipped to us in such a timely manner.

Sincerely,  
Susan Booher

---

From: James D'Orazio Sent: Friday, April 24, 2009 10:37 AM To: 'Plaques&Letters' Subject: RE: Notification from Designs&Signs/Plaques&Letters.com

Don

I just want to thank you for what you call "Doing your job". Unfortunately in today's economy people have lost pride in their work and purely focus on the lowest cost. Equally, one's own reputation for integrity and doing the intent of project rather than just adhering to the terms of the contract has been lost. It was refreshing to deal with someone with the old school pride and integrity that you exhibited on this job. I especially appreciate the fact that in spite of the fact that this was probably a small job for you, your follow thru prevented a potentially catastrophic (late delivery) from occurring.

Again it was a pleasure working with you and I hope for your continued success.

Sincerely

Jim

---

From: Craig Hartl Sent: Sunday, November 09, 2008 2:58 PM To: Plaques&Letters Subject: Oregon Fallen War Heroes

Don,

Received the plaques Fri. PM 9/7/08. They were everything we expected.

Thank you for your diligence in taking care of this order. Please use me for any references.

Craig

---

From: WOJCIK,DANIEL R. Sent: Wednesday, October 08, 2008 10:55 AM To: Plaques&Letters Subject: RE: Price Quote and Tentative Time Line for University of Florida Veterans Memorial; Seals and Plaques

The image looks great. It is just what we were looking for.

Thank you,

Dan W.

---

From: Linam, Gregory S Civ USAF AMC 15 AMOS/ADO Sent: Friday, June 05, 2009 11:57 AM

To: Plaques&Letters Subject: RE: Quote for Travis AFB 5th Floor Lobby Seal & Letters Project: Pics Posted

Don,

Glad you could use them. I also received your phone message and appreciate the kind words. I have enjoyed working with as well and truly appreciate the passion you have to ensure the customer receives the best product possible and at a decent price.

Your are definitely at the top my list for any future projects.

Greg

---



**NATIONAL  
BRAILLE  
PRESS**

3 February 2008

To Whom It May Concern:

Every time I sit in a Board meeting and look up at the stunning bronze plaque produced by your company, I think about writing to you. Today, I am.

First and foremost, I want to compliment Don Baker of Plaques&Letters, the representative with whom I worked. I came across his website after doing a Goggle search for companies that engrave plaques. His was the website with the most helpful information, and I liked the samples of work shown online.

The first time I called Mr. Baker, he patiently took me through the many steps involved in selecting the type of plaque suitable to our occasion. Our CEO, who is blind, was retiring after 32 years of service and we wanted a very special memory of his service. I sent an outline of what I wanted the plaque to look like, and Mr. Baker immediately produced results. But when it was sent to your company to be manufactured, the proof showed that the braille was completely messed up. Mr. Baker took the time to learn enough about the braille code to straighten out the situation-and it came out beautifully.

The evening we presented the plaque, before 700 people, the audience gasped. It was so beautiful. I wish to thank you for this priceless gift, and to say I wish every customer experience were as positive as ours with Don Baker.

Sincerely,

A handwritten signature in cursive script that reads "Diane Croft". The signature is written in black ink on a white background.

Diane Croft  
VP/Publishing & Marketing, National Braille Press