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AT  
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7/5/02

Glenn Cumberland, CO  
Fastech Labs  
444 West Maple Street  
Suite A  
Troy, MI 48084

Dear Glenn,

I just wanted to get a note off to you to let you know how satisfied we have been with your product and the service you have provided to our clinic. We continue to be amazed at how successful we are in managing lower quarter musculoskeletal problems that are related to foot mechanics. Your system of in-house foot orthotic fabrication has enabled us to produce a quality custom orthotic that is easily modified when adjustments are needed after the initial fabrication. We have also conducted several clinical research projects using Fastech foot orthotics as the intervention.

We also appreciate the great service you have provided to our clinic in terms of the quick turn around in filling orders and the free replacement of product in those few instances when a manufacturing defect has been noted.

Thanks again for producing a great product and for standing behind it with great service. Best wishes for continued success in the future.

Best regards,

*Mike*

Michael T. Gross, PT, PhD  
Professor  
Program in Human Movement Science  
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