



## *We Pledge...*

To offer our customers the most accurate and current information available regarding medical coding and compliance issues.

To offer products that take into consideration our customer's needs, work environment and work habits.

To manufacture the highest quality products with the finest materials available.

To deliver products to our customers in a timely manner.

To offer alternative formats such as software programs, datafiles and ebooks for customers who prefer electronic products.

To deliver excellent customer service in response to questions, inquiries and complaints.

To accept the return of any and all products within 60 days, no questions asked, followed by a prompt refund, credit or replacement.

To maintain the lowest possible prices while delivering the highest quality products.

To provide an experience that will encourage you to select our company as your vendor of choice year after year.

Thank you for your business and support,

A handwritten signature in purple ink that reads 'James B. Davis'. The signature is written in a cursive style with a large initial 'J'.

James B. Davis, President