

11 MAY 99

INOVEX INDUSTRIES, INC
ATTN: MARK FARKHAN
45681 OAKBROOK COURT, UNIT 102
STERLING, VIRGINIA 20166-9215

DEAR MARK:

IN RE: RIDE-ON TPS

THANKS FOR YOUR FOLLOW UP PHONE CALL LAST WEEK. I CERTAINLY APPRECIATE YOUR CUSTOMER SUPPORT AND PRODUCT REVIEW POLICY. IN THIS DAY AND AGE IT IS UNUSUAL FOR A MANUFACTURER TO BE CONCERNED ABOUT THEIR PRODUCTS PERFORMANCE.

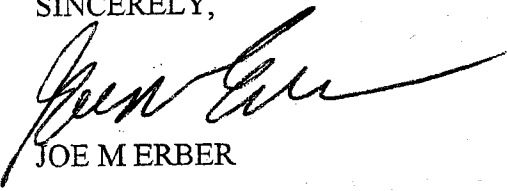
I AM PLEASED TO REPORT YOUR PRODUCT HAS BEEN PERFORMING BEYOND MY EXPECTATIONS. IN THE LAST SIXTY PLUS (60+) DAYS WE HAVE HAD ONLY TWO (2) TIRE INCIDENTS. ONE FAILURE WAS DUE TO AN INSIDE SIDEWALL PUNCTURE AND THE OTHER REMAINS UNEXPLAINED BUT MOST LIKELY DUE TO VANDALISM AS NO PUNCTURES WERE FOUND AND UPON RE-INFLATION THE TIRE HELD AIR.

AS WE DISCUSSED I AM RESPONSIBLE FOR THE VEHICLE OPERATIONS FOR THE POST OFFICE IN GREENWOOD, MISSISSIPPI AND WE HAD FROM ONE(1) TO TWO (2) FLATS PER WEEK PRIOR TO USING YOUR PRODUCT.

POST OFFICE RULE AND REGULATIONS PROHIBIT ME FROM ENDORSING YOUR PRODUCT FOR THE POST OFFICE . I WISH I COULD BUT WILL HAVE TO OFFER THIS PERSONAL ENDORSEMENT OF YOUR PRODUCT.

THIS LETTER WAS NOT PREPARED OR MAILED AT POSTAL EXPENSE BUT IS ENTIRELY MY VIEWS.

SINCERELY,


JOE MERBER