



# Service Publications

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11 April 2016

To whom it may concern

My firm, Service Publications, of Ottawa, Ontario, and established in 1991, publishes books on Canada's military history as documented through its material culture.

I have been using MCRL Overseas Printing since 2007 and have found them to be a reliable and dependable supplier for my book publishing and sales business. The quality of the stock has always met with pre-agreed specifications and the printing, binding and other aspects of book production have always been of the highest standard.

Further, MCRL Overseas Printing has consistently demonstrated their professionalism by identifying issues prior to production to ensure that the delivered product reflects well, both on their company as well as mine.

Since 2007 I have used MCRL Overseas Printing exclusively for my hard-bound books and receive many compliments from individuals, museums and libraries on the quality of the books. I have, in that time, been completely satisfied with the quality and workmanship of the books they have produced for me and have recommended them to others who have also expressed their pleasure with the delivered product.

Insofar as MCRL Overseas Printing's business practices are concerned, they have consistently met delivery dates, have never tried to renegotiate an agreed-upon price and have ensured that every aspect of each book quote is fully met.

If further information is required I can be reached at 613-820-7350.

Sincerely,

Clive M. Law  
President,  
Service Publications

