



250 W Bradshaw St, Le Center, MN 56057, Ph.: (507) 357-2272, Fax: (507) 357-4478

Bruce Zuelch
Production Engineer
European Roasterie, Inc.

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Praxis International
Josh Adluri
15a Melanie Lane
Unit Number 10
East Hanover, NJ. 07936

Dear Mr. Adluri,

Thank you for taking the time to follow up with me. I appreciate the diligence your entire team has shown in this matter. I wanted to share some thoughts about Praxis and especially the team I'm working with.

Here at European Roasterie, the largest independent specialty coffee roaster in the country, we sell coffee in quantities from a single 12oz bag to thousands of cases. The many varieties of coffee available and the many packaging options, make for a challenging production environment. Downtime is not an option. When excessive, and I mean excessive, wear was found in a 50+ year old gearbox on our classic Probat roaster immediate action was required.

When I initially called Praxis on a Saturday I was surprised to find people ready and able to help. Joachim Eichner is very knowledgeable and more than willing to share that knowledge. He spent a fair amount time with me suggesting possible solutions to the roaster problem ERI had. After that initial contact I found your whole team focused on finding a solution. Jim McKenzie followed up with progress reports at least daily. No matter what information he had it was good to know ERI's interests were being looked after. Jim even made the time and effort to come by the plant to get a better understanding of the situation.

Even though this particular instance did not end in a financial transaction Jim assured me that my options with Praxis are still available. Because of the experience we had with Jim, Joachim and Zenon, rest assured that Praxis will be a company that ERI looks to for our future. I look forward to our continued partnership.

Sincerely,

Bruce Zuelch