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To whom it may concern

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We have been dealing with Mondo Industries for our shopfitting needs for nearly 10 years. Over this period the appearance of our shops has improved drastically and we have gained access to products and merchandising solutions that we would otherwise just never have found. We finally have the brand image we wanted.

As the retail market has become so much more competitive in recent years we have had to develop new ways of displaying our products in a more visually appealing way to enhance the shopping experience we offer, and of course our sales.

Mondo assist us with this on an ongoing basis by taking time to understand the merchandising problems we face and share the vision of how we want our shops to appear. They have introduced many original display ideas and developed bespoke solutions where no off-the-shelf product exists. Prior to us using Mondo we spent a great deal of time browsing brochures and the internet trying to find the closest thing that would 'do the job', and never being happy with the outcome. Inevitably every time we found another item it meant us dealing with another new supplier. Because of the products we sell there are some fairly unique challenges that existing off-the-shelf products do not adequately deal with.

Now we can brief Mondo as to what we are looking to achieve in-store and then spend our time running our business, while they find the solution.

Cost is always an important factor to us, and initially I was sceptical about the level of service we receive being reflected in the price of the product supplied. To my surprise, I have found on several occasions that we are actually paying less than a prospective supplier of a similar item has quoted. Of course the simplification of shopfitting procurement for our business and having a one-stop-shop is invaluable in itself. I don't know how we used to find the time to manage the many suppliers we had for shopfittings, signage and related items.

The relationship between Jollyes and Mondo has developed considerably in recent years and we now have an excellent working relationship. Mondo have taken the hassle out of store refits and new store openings. They have simplified the ordering process by creating standard shelving units and order forms for the items we use most frequently. They have even adopted our terminology for these items so that we can talk in our language. Our business is ever-expanding and we have complete confidence that everything we order has been understood and will arrive on time. This is absolutely vital to open a new shop on schedule.

From initially supplying just a few items to us Mondo currently supply our main display racking system, grocery style shelving, Euro hooks, all internal and external signage, various shopping trolleys and baskets, checkout units, our bespoke *Dog Deli* pick'n'mix unit and all other point of sale and bespoke display items that we use. We only need to place one shopfittings order and supply stock to have a fully operational shop up and running.

A handwritten signature in black ink, appearing to be "Rob McIntyre". The signature is stylized and somewhat messy, with a long horizontal line extending to the right.

Rob McIntyre – Managing Director