



CUSTOMERS FEEDBACK

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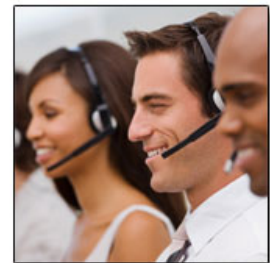
Customers say we have the most courteous and helpful sales team in the industry.

Here's why:

Would you like to call an automation company and get a real person who is competent and courteous in under three minutes? You will at AutomationDirect. Our inside sales staff has been described as the most efficient and helpful in the industry. Compared to other automation companies, our inside sales associates can process up to three times the sales volume of their competitive counterparts.

But we're not just fast, we're competent and friendly. 95% of new customers responding to surveys say that our phone manners were above average as compared to their other vendors, and 94% said our sales team was above average in answering questions related to their order when compared to other vendors.

Think about it — we're faster, more courteous, more helpful, and we have lower prices.



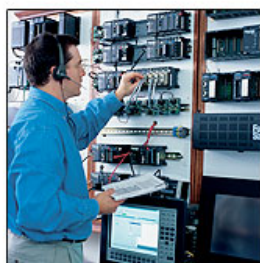
Call our sales team between 9 a.m. and 6 p.m. EST, Monday through Friday. We receive hundreds of responses to our customer service survey every month, with comments like these:

"With each order, it continues to amaze me that you folks do such a great job at providing great product, great pricing and great service. Thank you for taking the stress out of buying."

"I design and build special machinery. Doing business with you guys and gals makes my life easier."

"It is always nice to deal with pros, because you find so many amateurs out there."

"Excellent, personable staff! Thanks for making the purchase a simple, easy experience."



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