

## Better Packages, Inc. Testimonial

# W.A. Tompkins Co., Inc. Food, Beverage and Chemical Equipment Engineering & Installation

Lifelong customer who appreciates Better Packages' top quality products and exceptional customer service



Widest range of water-activated tape dispensers available, serviced and supported by a global network of Authorized Distributors.

**Testimonial provided by:**  
T. Stephen McCarthy, General  
Manager

“Our company uses your Better Pack Tapesooter 100, which was discontinued quite some time ago. This tape dispenser gets hard use every day in our shipping department and has stood the test of time. This is testament to the quality of the products you make and how well made they are.

Our unit broke a small part, which needed to be replaced and I contacted your company and explained my needs. I was told that the part was no longer available new as the unit was discontinued so long ago. However, your company took time to go through some old machines and pull out the part I needed to get this workhorse back taping again.

This specific instance illustrated to me what an excellent company Better Packages is to deal with and that you are willing to go the extra mile for the customer. In today's fast paced business climate it seems that the “old fashioned” customer service values are often the first thing to go, along with a live person answering the telephone. **Your company went out of their way to send me the parts I needed, solved my problem, all in the name of customer service!**”

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