

Satern Custom Machining



June 2007

Dear Friends,

We want to take the opportunity to thank you for your business in the last year. We have grown quickly and are enjoying meeting all of you and manufacturing the items you need to help shoot your best scores!

In the last year, we moved from our garage into a building that we renovated from a church to a manufacturing facility. We feel blessed to have found this building and have been busy filling it up with more machinery so we can serve you better. We moved our machinery around Thanksgiving. Thanks to some local shooters, Mark Salmi and John Breuklander and movers, everything went "fairly" smooth. Deb moved her office right before Christmas. She is happy to not have to ship barrels from the dining room table anymore! Before you know it we will be expanding or moving to a larger facility!

Your orders have kept us very busy but it has been great to watch our dreams come true right before our eyes! We appreciate your patience and consider our great customers part of our team. Since Deb is the only one in the office, we are getting a new phone system that will allow calls to roll over to a voice mail when she is on the phone with one of you. This should help allot! So don't get discouraged when you get the machine! Leave that message and keep her hoppin'! Hopefully soon we will add some staff to help her. Things can get pretty crazy when you are a growing facility, so we added part time help in the shop. He has far exceeded our expectations with his talents and great attitude! We would like to thank him publicly here.

We also would like to thank our webmaster who through his expertise and easy going personality has helped us grow our business by updating and improving our webpage. Thanks Todd!

At this time, due to rising fuel and raw material prices we have had to raise our prices by 7%. This was a hard decision to make. We really struggled with it, but in the end we knew it had to be done. We will continue our promise to give you a great product at a fair price.

Like the old saying "Keep those cards and letters coming!"Keep those emails coming to let us know how you like our products! Send us photos of your and your rifle. We enjoy getting all feedback from you. Sometimes it takes awhile to respond to you because we are still behaving like octopi, but ALL of our customers are important to us!

Thanks Again!

Deb and Steve Satern