

This is an open letter to all my constituents in the Jewelry Industry who struggle to maintain high levels of consistent quality in the products and services we provide to our customers.

Having over fifty years, of experience in almost every aspect of Sales, Repair, and manufacturing of fine jewelry, I have witnessed companies; owners, managers, and staff, as well as the constant revolving door of sales Representatives' unkept promises. Unacceptable product quality and inconsistency. Missed delivery schedules, customer service attitudes dealing with challenges, and most of all a complete lack of concern for the very reason why we are in this business: to earn the trust and loyalty of those we serve: OUR CUSTOMERS.

Many Companies and their representatives start out well, then after a first few experiences, quality or service slips or completely fails. We at Frith & Bradshaw have had to sadly eliminate those sources/companies, or greatly reduce our relationship with them. Losing time and effort spent developing a relationship and supplier is very costly.

It is with true confidence I recommend and encourage you to reach out To Marcin Chain.

With over ten years of Perfect products and exceptional advice, with the best service we have ever experienced, you and your company will do well establishing a relationship today. It is such a fantastic feeling we can sell a chain, bracelet, or any other product; knowing the customer will have a lifetime of satisfaction and enjoyment in it. The owner Marshall Trager and his family have generations of skills and dedication to their products and service. They do not take shortcuts on anything! Products, customer service, and going the extra mile are their company code. Marshall takes a very personal approach in everything he touches. He gives us tremendous advice on what sells well in our area. Marshall makes special orders happen and helps us make sales we wouldn't possibly make otherwise. He and his company stand behind us and his products, works with us for the best terms, and follows up to be sure we are pleased with their products and service.

Frankly, Marcin Chain is one of the best companies I have ever worked with in our industry.

You would do well to contact them and carry their beautifully "American Made" Products.

Good Fortune and Warmest regards



Lawrence L. Frith

Owner Frith & Bradshaw Jewelers